

HIC IS TRUSTED BY OUR
CUSTOMERS AND THE
COMMUNITY... THAT'LL
PUT A SMILE ON
EVERYONE'S FACE.





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YEAR IN SUMMARY

Medicare

Active Medicare cards at 30 June 2003	11.7 million
Persons enrolled in Medicare at 30 June 2003	20.6 million
Cards issued and re-issued	3.03 million
Medicare services processed	221.4 million
Medicare services bulk billed	150.1 million
Percentage of Medicare services bulk billed (of all services)	67.8%
Bulk bill services lodged electronically (Medclaims/HIC Online)	75.4%
Total Medicare benefits paid	\$8.1 billion
Community satisfaction with HIC	93%
Medical practitioner satisfaction with HIC	75%
Providers audited to ensure legislative compliance	188
Services audited to ensure legislative compliance	9,277
Recovery amount identified for non-compliance with legislation	\$0.25 million
Medicare offices at 30 June 2003	226

Medicare easyclaim

Medicare easyclaim self-service fax devices operating in pharmacies across Australia	501
Patient claims lodged by fax	246,168
Medicare easyclaim phone booth facilities operating in Rural Transaction Centres and State Government shopfronts	562
Telephone claims lodged using Medicare easyclaim telephone claiming	70,084

Pharmaceutical Benefits Scheme (PBS) and Repatriation Pharmaceutical Benefits Scheme* (RPBS)

Total benefits paid	\$5.2 billion
Total number of PBS/RPBS services	174 million
Authority prescriptions authorised	4.76 million
Authority prescriptions authorised by telephone	4.49 million
Pharmacist satisfaction with HIC	91%

*Payments to veterans processed by HIC on behalf of the Department of Veterans' Affairs.

Veterans' treatment accounts

Cards produced	193,113
Lines processed	18.11 million
Benefits paid	\$1,610 million

Australian Organ Donor Register

Number of potential donors registered	4.7 million
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Australian Childhood Immunisation Register

Immunisation episodes recorded	4.03 million
Children (under 7 years) registered	1.8 million
Payments to immunisation providers	\$8.1 million
Percentage of children registered with full (age-appropriate) immunisation coverage:	
Aged 12–15 months at 30 June 2003	91.2%
Aged 24–27 months at 30 June 2003	89.3%
Aged 72–75 months at 30 June 2003	82.3%

General Practice Immunisation Incentives Scheme

Total practices registered at 30 June 2003	5,487
Service incentive payments	\$19.9 million
Total outcomes payments	\$17.0 million

Practice Incentives Program

Practices participating at 30 June 2003	4,624
Total payments	\$244 million

Rural Retention Program

Eligible medical practitioners participating at 30 June 2003	2,309
Total number of payments	1,907
Total payments	\$18.0 million

General Practice Registrars' Rural Incentive Payments Scheme

Eligible medical practitioners participating	374
Total number of payments	695
Total payments	\$5.5 million

Compensation Recovery Program

Cases finalised	65,960
Refundable benefits recovered	\$38.1 million

HECS Reimbursement Scheme

Eligible medical graduates participating	67
Total number of payments	91
Total payments	\$459,951

Federal Government 30% Health Insurance Rebate

Memberships registered	4,816,238
Total paid in cash claims	\$2.8 million
Total paid to health funds	\$2,163 million

Two-way agency arrangements with health funds

In-hospital gap claims lodged under two-way agency arrangements	730,329
Participating health funds	37

Simplified billing

Medicare in-hospital services claimed through simplified billing	69.5%
Health funds transmitting simplified billing claims electronically to HIC	40
Billing agents registered for simplified billing	25

Office of Hearing Services

Services processed	769,538
Benefits paid	\$154 million

Family Assistance Office

Services provided to customers	194,737
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