

Private Health Insurance Ombudsman – Australian Health Service Alliance (AHSA) and Healthscope transitional arrangements

Following notification of the pending termination of the hospital agreement between hospital group Healthscope and health insurer representative body AHSA, Healthscope and AHSA have so far been unable to reach a new agreement about cover for AHSA insurer members accessing Healthscope facilities from 4 March 2025.

AHSA and Healthscope are still able to come to an agreement before the agreement expires, and we encourage them to continue to seek to do so.

However, should they not do so, the agreement will expire at midnight on Monday 3 March 2025 (to take effect from 4 March 2025). If this occurs, transitional arrangements between Healthscope and AHSA insurers will take effect. These transitional arrangements allow some types of admissions at Healthscope hospitals to continue to be covered under the expired arrangements for a limited time.

Consumers insured by AHSA who have a pre-booked admission within 6 months of the contract termination date or have ongoing treatment at a Healthscope hospital should not be affected until 6 months after the termination date, and potentially longer depending on the transitional arrangements.

If you are a member of an AHSA insurer and you anticipate needing to attend or be admitted to a Healthscope hospital, in the first instance, you should contact your insurer and Healthscope directly for further information about transitional arrangements and any possible out-of-pocket costs associated with your admission.

For more information visit ombudsman.gov.au or for media enquiries email media@ombudsman.gov.au