

Media statement – 31 January 2025

FOR MEDIA

# Private Health Insurance Ombudsman – Bupa and Healthscope negotiations

In its role as the Private Health Insurance Ombudsman, the Office of the Commonwealth Ombudsman (the Office) seeks to protect the interests of people who are covered by private health insurance.

In late 2024 hospital group Healthscope announced that, as they had been unable to reach a new agreement about cover for Bupa members accessing Healthscope facilities, they would be terminating their agreement about access for Bupa members to Healthscope facilities from 20 February 2025.

We have been engaging closely with both Bupa and Healthscope since then, while they have been continuing their negotiations.

We are pleased at the news that Bupa and Healthscope have now come to an in-principle agreement on terms for a new contract between the two parties.

We acknowledge that the dispute has caused uncertainty and concern for consumers, which continues to highlight the importance that insurers and hospitals always seek to resolve any contractual disputes before the dispute escalates to impacting consumers directly.

Consumers expecting a hospital admission can contact Bupa and Healthscope for further information about their benefits and out-of-pocket costs.

To assist consumers the Office has developed a [factsheet](#) with general advice about private health insurers and hospital agreements.

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