

Ombudsman releases annual report on health insurers

The Private Health Insurance Ombudsman has released the 2024–25 State of the Health Funds Report.

The report compares how all health insurers performed in the financial year across service performance and financial management, hospital benefits, medical gap schemes and general treatment (extras) benefits.

The Ombudsman provides this report to protect the interest of private health insurance consumers by providing information to support their consideration of their insurers' suitability for them, based on their circumstances and their insurer's performance.

In 2024–25, the Ombudsman received 3,411 complaints about private health insurance arrangements with complaints most commonly relating to benefits, unexpected hospital policy exclusions and restrictions, service issues and problems or delays in insurers processing requests to cancel memberships.

More information about private health insurance policies available in Australia, including benefits, prices and agreement hospitals for each health insurer can be found at privatehealth.gov.au

The full report can be found on the [Commonwealth Ombudsman website](https://ombudsman.gov.au).

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