



## STATE OF THE HEALTH FUNDS REPORT 2010

### Summary Report Card

#### AU Australian Unity Health Limited

A nationally based, for profit fund. Market share 3.0%

Coverage	NSW & ACT	VIC	QLD	WA	SA	TAS	NT
Hospital Related Charges Covered	87.5%	91.0%	88.6%	85.2%	92.6%	89.0%	77.6%
<i>Industry Result</i>	87.5%	92.1%	88.5%	92.3%	95.1%	92.1%	87.8%
Medical Services with No Gaps	87.5%	87.4%	87.3%	69.3%	94.0%	82.6%	86.6%
<i>Industry Result</i>	84.2%	87.4%	83.2%	78.2%	87.4%	85.8%	78.3%
Medical Services No or Known Gap	92.1%	94.8%	92.4%	79.3%	97.4%	91.3%	91.2%
<i>Industry Result</i>	86.6%	92.3%	86.4%	92.2%	95.5%	90.9%	83.7%
Extras Treatment Covered	47.0%	51.5%	49.9%	49.6%	53.4%	48.6%	46.9%
<i>Industry Result</i>	48.1%	48.4%	48.1%	48.4%	53.0%	47.1%	45.2%
Private Hospital Agreements	82	73	49	16	31	5	0
<i>Industry Maximum</i>	86	73	51	20	32	7	1
Day Hospital Agreements	79	64	44	11	21	2	0
<i>Industry Maximum</i>	89	69	44	20	23	4	1

Health Fund Finances	Fund	Compared to Industry Result
Benefits as % Contributions	82.0%	86.3%
Management Expenses (% Fund Cont.)	9.9%	9.2%
Management Expenses (Average Policy)	\$251	\$238
Surplus (-Loss) from Health Insurance	2.5%	4.5%
Share of PHIO Complaints		Compared to Fund's Market Share
Benefit Complaints	4.4%	3.0%
Service Complaints	3.8%	
All Complaints	4.3%	
Investigations	4.3%	

This summary includes only the most significant types of services and features. For further information please see the full *State of the Health Funds Report* available from the Private Health Insurance Ombudsman at [www.phio.org.au](http://www.phio.org.au) or phone 1800 640 695.