

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

Public statement – 6 February 2025

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.

To date, hospital group Healthscope and health insurer representative body AHSA have been unable to reach a new agreement about cover for AHSA insurer members accessing Healthscope facilities from 4 March 2025.

In the interests of protecting consumers, the Office has arranged mediation on 18 February 2025 to assist AHSA and Healthscope to reach agreement.

We acknowledge that the current dispute is causing uncertainty and concern for consumers.

We urge both parties to seek to resolve their dispute before it directly impacts any consumers.

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

For more information visit ombudsman.gov.au or call 1300 362 072.

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