



Australian Government

**Private Health Insurance
Administration Council**

Circular

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STANDARD OPERATING PROCEDURE – INFORMATION ACQUISITION POWERS

This circular is to advise of the publication of the Private Health Insurance Administration Council's (**PHIAC's**) third Standard Operating Procedure (**SOP**) entitled "*Information Acquisition Powers*" on the PHIAC website.

The purpose of this SOP is to give insurers a better understanding of the Council's information acquisition powers and the reporting obligations of an insurer to the Council. It reinforces the need for insurers to provide all information in a timely and accurate manner by reviewing the Council's various enforcement options when compliance issues arise.

The document reviews the information acquisition powers contained in Divisions 169, 172, 191 and 194 of the *Private Health Insurance Act 2007* (the **Act**) and the obligations arising from the Standards contained in the *Private Health Insurance (Insurer Obligation) Rules 2009*.

Publication of the SOP follows extensive consultation with the industry, interested stakeholders and other regulators. Overall, the responses were highly supportive and appreciative of the consultation process. All submissions were carefully considered and, where appropriate, suggestions were incorporated into the document. In particular, some phrases have been clarified to reduce ambiguity and a distinction has been made between information which is inconsistent or late, from information which is knowingly false.

Work is continuing on the development of additional SOPs to heighten the level of transparency under which the Council operates. The next SOP will consider the Council's investigation powers and the appointment of inspectors pursuant to section 214-1 of the Act.

The Council looks forward to the continuing support and feedback from the industry.

Contact Officer:

Fiona Bowden (02) 6215 7909 • email fiona.bowden@phiac.gov.au
• Level 2 • 10-12 Brisbane Ave Barton • ACT • 2604 •
Internet: <http://www.phiac.gov.au/circulars/index.htm>