

# Health insurance panel frequently asked questions

## What has changed with health insurance under the PALM scheme?

The Department of Employment and Workplace Relations (the department) has signed Memorandums of Understanding with two preferred health insurance providers for the PALM scheme, nib and Medibank. This change provides choice to PALM scheme workers and not just a single preferred health insurance provider.

## Who are the preferred health insurance providers?

nib and Medibank.

## How were preferred providers selected?

The department undertook an approach to market to establish a panel of health insurance providers who have products that best meet the needs of PALM scheme workers. Evaluation was based on criteria including benefit coverage, range of member services, claims processing, service performance, pricing, value for money, delivery capability and understanding of the PALM scheme.

## Why did the Department move away from a single preferred provider?

Moving to multiple preferred providers:

- introduces competition, which can drive better value and service offering
- helps PALM scheme workers and employers more easily choose between policies which best meet their individual needs
- aligns the PALM scheme more closely with government's broader panel approaches.

## Why was this change made now?

The department regularly reviews program settings to ensure they remain fit for purpose as the PALM scheme evolves and grows. The increased scale and complexity of the scheme made it appropriate to consider a panel model that offers improved flexibility, sustainability and oversight.

## Was nib removed as a preferred provider?

No. nib remains a preferred provider. The change is an expansion from one preferred provider to a panel of preferred providers.

## Do I have to change health insurance providers?

No. If you are happy with your current health insurance policy and/or provider you do not have to change.

## Do I have to choose one of the department's preferred health insurance providers?

No. PALM scheme workers are free to choose whichever compliant health insurance provider they would like, regardless of if they are one of the Department's preferred providers.

## How can I change my health insurance policy?

- Choose a new health insurance policy and/or provider. This can be one on the panel or any other compliant health insurance provider you like.
- Contact the new health insurance provider you choose to let them know you want to change.
- The new health insurance provider will ask you for some details.
- The new health insurance provider will help cancel your old policy, organise the transfer and provide a transfer certificate for you.

## Where can I find more information about the preferred health insurance panel and health cover under the PALM scheme?

The department has developed a health insurance page on the [PALM scheme website](#) that provides information on health insurance and health cover under the PALM scheme.

The page also includes links to the webpages of each preferred provider, so PALM scheme workers and employers can access detailed information directly from health insurance providers.