

s22

**From:** s22  
**Sent:** Monday, 18 September 2023 2:21 PM  
**To:** 'John Thomopoulos'  
**Cc:** s22  
**Subject:** RE: Defence Health - 2023 further premium deferral [SEC=OFFICIAL]

Hi John,

Thank you and noting receipt of your email.

No questions at this point, thanks.

Regards,

s22

Assistant Director | Private Health Strategy | Benefits Integrity Division  
Australian Government Department of Health and Aged Care

T: 02 6289 s22 | E: s22 @health.gov.au

s22

Explore medical specialists costs across Australia with the [Medical Costs Finder](#)

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**From:** John Thomopoulos s47F @defencehealth.com.au>  
**Sent:** Monday, 18 September 2023 2:19 PM  
**To:** s22 @health.gov.au>  
**Subject:** Defence Health - 2023 further premium deferral

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s22

Last week we met with s22 and s22 from DHAC, to discuss our recent system transformation, impacts and outcomes. The transition has caused some disruptions, resulting in a backlog of claims and flow-on of increased calls and delays in responding to members.



s47G

s47G

If you have any queries on the above, please don't hesitate to contact me.

Kind Regards,

**John Thomopoulos**  
Chief Financial Officer  
**Defence Health** | Level 7, 380 St Kilda Road, Melbourne VIC 3004  
Mobile s47F | defencehealth.com.au



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s22

**From:** Garry Cregan <sup>s47F</sup> [REDACTED]@defencehealth.com.au>  
**Sent:** Thursday, 21 September 2023 11:26 AM  
**To:** s22 [REDACTED]  
**Subject:** RE: Update

H <sup>s22</sup> [REDACTED]

Good morning. For future, my mobile number is in my email sign-off below.

In terms of a quick update:

s47G

If you would still like a call please just let me know and I'll move a meeting to accommodate. My calendar is very full today.

Thanks

Garry

**Garry Cregan**  
Chief Operating Officer  
**Defence Health** | Level 7, 380 St Kilda Road, Melbourne VIC 3004  
Mobile <sup>s47F</sup> [REDACTED] | [defencehealth.com.au](mailto:defencehealth.com.au)



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**From:** s22 <[REDACTED]>@Health.gov.au>  
**Sent:** Thursday, 21 September 2023 9:53 AM  
**To:** Garry Cregan <s47f [REDACTED]>@defencehealth.com.au>  
**Subject:** [External]Update [SEC=OFFICIAL]

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Hi Garry

I don't appear to have a phone number for you. Grateful if you could please give me a call on the number below. I'm hoping you may be able to provide a quick update as to how things are going. We have received a request from the Minister's Office for an urgent update.

Regards

s22  
**Assistant Director – Engagement and Compliance Section**  
**Private Health Strategy Branch**

Benefits Integrity Division | Health Resourcing Group  
Australian Government Department of Health and Aged Care

T: 02 6289 s22 | E: s22 <[REDACTED]>@health.gov.au

Location: s22

PO Box 9848, Canberra ACT 2601, Australia

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s22

**From:** Garry Cregan <sup>s47F</sup> @defencehealth.com.au>  
**Sent:** Thursday, 21 September 2023 12:53 PM  
**To:** <sup>s22</sup>  
**Subject:** FW: [External]Contact with Defence Health [SEC=UNOFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi <sup>s22</sup>

Here is the email (extract) from our Acting CEO, Gerard, that I received regarding his contact with the Federal Member's office. It appears that he has already provided his contact details.

As per our discussion, I'm also happy to assist where needed.

<sup>s47G</sup>

We are due to provide a next update next week to you & <sup>s22</sup> and I'll ensure I share further details of our progress in this regard in that update.

Hope this helps.

Thanks & kind regards

Garry

**Garry Cregan**

Chief Operating Officer

**Defence Health** | Level 7, 380 St Kilda Road, Melbourne VIC 3004

Mobile <sup>s47F</sup> | [defencehealth.com.au](mailto:defencehealth.com.au)



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**From:** Gerard Fogarty <sup>s47F</sup> @defencehealth.com.au>  
**Sent:** Thursday, 21 September 2023 9:15 AM  
**To:** Tanya Haines <sup>s47F</sup> @defencehealth.com.au>; Garry Cregan <sup>s47F</sup> @defencehealth.com.au>;  
 Serena Fernandes <sup>s47F</sup> @defencehealth.com.au>  
**Subject:** FW: [External]Contact with Defence Health [SEC=UNOFFICIAL]

Hi,

I spoke to the Federal Member of Groom's COS this morning. Advised what we have been doing to remediate the issues we are facing, gave her my personal email and phone number for her to provide any further constituents.

Kind Regards

**Major General Gerard Fogarty, AO, Retd**

Acting Chief Executive Officer

**Defence Health** | Level 7, 380 St Kilda Road, Melbourne VIC 3004

Mobile s47F | defencehealth.com.au



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**From:** s22 <@apsc.gov.au>  
**Sent:** Thursday, September 21, 2023 8:51 AM  
**To:** Gerard Fogarty s47F <@defencehealth.com.au>  
**Subject:** [External]Contact with Defence Health [SEC=UNOFFICIAL]

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## UNOFFICIAL

Good morning Sir,

I had a message from the office of Garth Hamilton, Federal Member for Groom in Toowoomba yesterday afternoon when I was in a meeting. I called them this morning and they were calling you (via DFRT) as they have had a number of concerns raised by constituents about being unable to contact Defence Health.

The point of contact is s22 on 07 4632 4144. I think Mr Hamilton is hoping to speak with you. I did say I was aware there had been issues with the new system...

s47F

Advisor, Defence Force Remuneration Tribunal

### Australian Public Service Commission

Level 2, E Block, Treasury Building, Parkes Place West, PARKES ACT 2600  
 GPO Box 2761 CANBERRA ACT 2601

☎: 02 6202 s47F ☎: [www.dfrrt.gov.au](http://www.dfrrt.gov.au) s47F @apsc.gov.au

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**Subject:** PHSB of DHAC meeting: Transitional challenges discussion  
**Location:** Microsoft Teams Meeting

**Start:** Wed 13/09/2023 4:00 PM  
**End:** Wed 13/09/2023 4:55 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Organizer:** s47F

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*Rescheduling to Wednesday 13/9*

**Meeting objective:** Help PHSB to understand whether the below are presently problematic, consumer impacts, and plans to resolve.

Oracle transition and consumer implications:

s47G

9. Any other business

**Attendees:**

s22

Acting Director - Engagement and Compliance Section, PHSB of DHAC

s22

, Assistant Director – Engagement and Compliance Section, PHSB of DHAC

Tanya Haines, Chief Risk Officer

John Thomopoulos, Chief Financial Officer

Garry Cregan, Chief Operating Officer

Bryan Dunne, Transformation Director

## Microsoft Teams meeting

**Join on your computer, mobile app or room device**

[Click here to join the meeting](#)

Meeting ID: s47E(d)

Passcode: s47E(d)

[Download Teams](#) | [Join on the web](#)

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**From:** s22  
**Sent:** Friday, 6 October 2023 2:47 PM  
**To:** Garry Cregan  
**Cc:** s22  
**Subject:** Update [SEC=OFFICIAL]

Thanks Garry – appreciate the detail and best of luck with the Rebate submission file. Sounds like you are almost there. Grateful if you could share another update in two weeks and of course if anything comes up that you or others from the team would like to discuss, please feel free to give me a call.

Cheers

s22

s22  
A/g Director  
Engagement and Compliance Section  
Private Health Strategy Branch  
Department of Health and Aged Care  
Phone: 6289 s22

s22

s22

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**From:** Garry Cregan s47F <s47F@defencehealth.com.au>  
**Sent:** Friday, 6 October 2023 10:58 AM  
**To:** s22 <s22@Health.gov.au>; s22 <s22@Health.gov.au>  
**Cc:** s47G <s47G@defencehealth.com.au>  
**Subject:** RE: Update [SEC=OFFICIAL]

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 Hi s22

I hope you are both well.

The next update from Defence Health is as follows:

s47G

s47G

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- **Remediation:** For any remaining system and process issues, plus any new defects that emerge, we are prioritising, managing and tracking progress on these through a fully integrated remediation plan led by our Acting Deputy CEO and with daily Exec oversight. We have committed to providing more details on how this is structured and is progressing to APRA in the next 2 weeks. I'll ensure we share this with your office too.

I hope this is helpful, but please just come back to me if you require anything more.

Thanks

Garry

**Garry Cregan**

Chief Operating Officer

Defence Health | Level 7, 380 St Kilda Road, Melbourne VIC 3004

Mobile s47F | [defencehealth.com.au](mailto:defencehealth.com.au)

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**From:** s22 <[s22@Health.gov.au](mailto:s22@Health.gov.au)>  
**Sent:** Wednesday, 4 October 2023 5:27 PM  
**To:** Garry Cregan <[s47F@defencehealth.com.au](mailto:s47F@defencehealth.com.au)>  
**Cc:** s22 <[s22@Health.gov.au](mailto:s22@Health.gov.au)>  
**Subject:** Update [SEC=OFFICIAL]

Hi Garry

Hope you and the team are well and continuing to progress through the challenges on hand. I know you have already committed to providing Health with an update this week, however we have been asked to provide an update 'up the line' by COB Friday, so I'm asking if you could potentially provide your update by noon on Friday? If you think this isn't doable, grateful if we could chat perhaps Friday morning?

Thanks in advance and look forward to catching up with you some time soon.

Cheers

s22

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**From:** s22  
**Sent:** Wednesday, 27 September 2023 5:58 PM  
**To:** Garry Cregan  
**Cc:** s47E(d); s22  
**Subject:** RE: Consumer Query - Received via the Minister [SEC=OFFICIAL]

Wonderful. Thank you Garry to you and the team for resolving so quickly – its very much appreciated.

Cheers

s22

**From:** Garry Cregan s47F @defencehealth.com.au>  
**Sent:** Wednesday, 27 September 2023 5:56 PM  
**To:** s22 @Health.gov.au>  
**Cc:** s47E(d) @health.gov.au>; s22 @Health.gov.au>  
**Subject:** RE: Consumer Query - Received via the Minister [SEC=OFFICIAL]

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Hi s22

With respect to the specific member enquiry that you passed through to us yesterday, I'm pleased to now advise the following:

- One of our team leaders, s47F, has spoken to s47F via two separate calls today.
- In the first call, we addressed her specific enquiry and determined that s47F had posted a new Direct Debit form to us on approx. 10/9. We have now located the form and actioned the update to the member's bank account / payment details.
- In the second call back to s47F, s47F was able to provide this update and advise that her policy has been updated to reflect these changes.
- s47F has also discussed at length how to use our member portal and will also send through by email some instructions on how to update payment details via the portal.

I understand that this has helped and reassured s47F and that her complaint / escalation can now be considered closed.

Thanks & regards

Garry

**Garry Cregan**  
Chief Operating Officer  
**Defence Health** | Level 7, 380 St Kilda Road, Melbourne VIC 3004  
Mobile s47F | [defencehealth.com.au](mailto:defencehealth.com.au)





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**From:** s22 @Health.gov.au>

**Sent:** Tuesday, 26 September 2023 3:00 PM

**To:** Garry Cregan s47F @defencehealth.com.au>

**Cc:** s47E(d) @health.gov.au>; s22 @Health.gov.au>

**Subject:** Consumer Query - Received via the Minister [SEC=OFFICIAL]

Hi Garry

The Minister has been contacted by s47F (details below) concerning her financial standing with Defence Health. s47F has provided her permission for Private Health Strategy Branch (PHSB) to contact you on her behalf, with a view to resolving the issue she has raised with the Minister:

*I have been trying to make contact with my Private Health Fund, Defence Health for over a month. Their website is out of action, they have not responded to countless emails, and the telephone goes unanswered. I need to update my contribution payment information, as my credit card has been cancelled due to a scam. I have forwarded a new Direct Debit form via the mail, which has also been ignored. As of 15.9.23, I now remain unfinancial.*

Given that PHSB is aware that Defence Health transition to Oracle is at the crux of this issue, rather than responding and advising on this circumstance, would it be possible to prioritise one of your team phoning s47F to resolve her financial standing? In additional information provided by s47F, she advises she is quite worried about her coverage arrangements.

As s47F has written to the Minister, PHSB will be required to respond to her query by letter. Ideally I would like to be able to send a letter noting PHSBs understanding that the matter has been resolved. Grateful for any assistance your team can provide in taking this forward, and also for coming back to me to advise on the outcome.

Thanks in anticipation and happy to chat.

Cheers

s22

**Title:** s47F

**Given name:** s47F

**Family name:** s47F

**Email:** s47F

**Phone:** s47F

**City/Suburb:** s47F

**State:** s47F

**Postcode:** s47F

s22

A/g Director  
Engagement and Compliance Section  
Private Health Strategy Branch  
Department of Health and Aged Care  
Phone: 6289 s22

s22

s22

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s22

**From:** s22  
**Sent:** Tuesday, 26 September 2023 5:31 PM  
**To:** Garry Cregan  
**Subject:** RE: Update - Defence Health [SEC=OFFICIAL]

Awesome. Thank you Garry.

**From:** Garry Cregan s47F@defencehealth.com.au>  
**Sent:** Tuesday, 26 September 2023 5:19 PM  
**To:** s22@Health.gov.au>  
**Cc:** s22@Health.gov.au>  
**Subject:** RE: Update - Defence Health [SEC=OFFICIAL]

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Hi s22

Thanks for your note.

Yes, I can absolutely plan to provide a next update next week.

Thanks & regards

Garry

**Garry Cregan**  
 Chief Operating Officer  
**Defence Health** | Level 7, 380 St Kilda Road, Melbourne VIC 3004  
 Mobile s47F | defencehealth.com.au



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**From:** s22@Health.gov.au>  
**Sent:** Tuesday, 26 September 2023 1:56 PM  
**To:** Garry Cregan s47F@defencehealth.com.au>

Cc: <sup>s22</sup> [redacted] @Health.gov.au>  
Subject: Update - Defence Health [SEC=OFFICIAL]

Dear Garry

Hope all is well with you and the team as you continue working through the challenges of the Oracle transition. I understand from my colleague <sup>s22</sup> [redacted] that you and were able to provide Private Health Strategy Branch with an update last week, to inform advice to the Minister's Office, in response to a query from an MP. We appreciate you being able to provide this to us so quickly.

Following on from our recent discussion about the feasibility or fortnightly updates while transitional issues are resolved, in light of the update you provided last week, I would be grateful if the next update could be provided to PHSB at some point during the week commencing 3 October. We appreciate that during this time Defence Health is also continuing to keep other regulators, such as the Private Health Insurance Ombudsman, informed of developments.

Thanks in advance Garry and should it be helpful, we are happy to chat any time.

Kind regards

<sup>s22</sup> [redacted]

<sup>s22</sup> [redacted]  
A/g Director  
Engagement and Compliance Section  
Private Health Strategy Branch  
Department of Health and Aged Care  
Phone: 6289 <sup>s22</sup> [redacted]  
<sup>s22</sup> [redacted]

<sup>s22</sup> [redacted]

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s22

**From:** s22  
**Sent:** Wednesday, 6 September 2023 5:25 PM  
**To:** s47F @defencehealth.com.au  
**Cc:** s22  
**Subject:** RE: [External]RE: Meeting between Defence Health and Private Health Strategy Branch (PHSB), Department of Health and Aged Care [SEC=OFFICIAL]

Thanks s47F – appreciate you making some staffing attendance adjustments to accommodate my availability.

Cheers

s22

**From:** s47F @defencehealth.com.au>  
**Sent:** Wednesday, 6 September 2023 5:15 PM  
**To:** s22 @Health.gov.au>  
**Cc:** s22 @Health.gov.au>  
**Subject:** RE: [External]RE: Meeting between Defence Health and Private Health Strategy Branch (PHSB), Department of Health and Aged Care [SEC=OFFICIAL]

Hi s22  
 I have resent the invite for Wednesday 13/9 from 4pm to 5pm  
 s47F . She may ask Justin Watts to attend on her behalf.  
 Kind regards  
 s47F

s47F

Head of Private Health Insurance Policy & Liaison  
**Defence Health** | Level 7, 380 St Kilda Road, Melbourne VIC 3004  
 Mobile s47F | [@defencehealth.com.au](mailto:@defencehealth.com.au)



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**From:** s47F  
**Sent:** Wednesday, 6 September 2023 4:56 PM  
**To:** s22 @Health.gov.au>  
**Cc:** s22 @Health.gov.au>

**Subject:** RE: [External]RE: Meeting between Defence Health and Private Health Strategy Branch (PHSB), Department of Health and Aged Care [SEC=OFFICIAL]

I'll see what I can do.

s47F

Head of Private Health Insurance Policy & Liaison  
**Defence Health** | Level 7, 380 St Kilda Road, Melbourne VIC 3004  
Mobile s47F | [defencehealth.com.au](https://defencehealth.com.au)



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**From:** s22 <@Health.gov.au>  
**Sent:** Wednesday, 6 September 2023 4:06 PM  
**To:** s47F <@defencehealth.com.au>  
**Cc:** s22 <@Health.gov.au>  
**Subject:** [External]RE: Meeting between Defence Health and Private Health Strategy Branch (PHSB), Department of Health and Aged Care [SEC=OFFICIAL]

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Thanks s47F for rallying all the relevant people so quickly. Would it be possible to do Wed? I'm on an interview panel for most of the week and Wed is going to be my only day of reprieve.

Thank you. Look forward to chatting next week.

s22

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**From:** s47F <@defencehealth.com.au>  
**Sent:** Wednesday, 6 September 2023 3:55 PM  
**To:** s22 <@Health.gov.au>  
**Cc:** s22 <@Health.gov.au>  
**Subject:** RE: Meeting between Defence Health and Private Health Strategy Branch (PHSB), Department of Health and Aged Care [SEC=OFFICIAL]

Thanks for this list s22. It will be very useful.

We have identified the executives that will meet with you and s22. Unfortunately not all of them are available on Friday. The earliest I can get them all together for you will be Tuesday 12/9/23 from 2pm to 3pm.

I will send a Meeting with a Teams link to you both shortly.

Kind regards

s47F

s47F

Head of Private Health Insurance Policy & Liaison

**Defence Health** | Level 7, 380 St Kilda Road, Melbourne VIC 3004

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**From:** s22 <[redacted]@Health.gov.au>

**Sent:** Wednesday, 6 September 2023 2:01 PM

**To:** s47F <[redacted]@defencehealth.com.au>

**Cc:** s22 <[redacted]@Health.gov.au>

**Subject:** Meeting between Defence Health and Private Health Strategy Branch (PHSB), Department of Health and Aged Care [SEC=OFFICIAL]

HI s47F

Here are the topics – it is comprehensive, however no surprises. As per our discussion, in the first instance we are keen to understand whether the below are presently problematic, consumer impacts, and plans to resolve.

Thanks s47F. Look forward to catching up with you and the team on Friday.

Cheers

s22

Oracle transition and consumer implications:

s47G

9. Any other business



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Hello s22 [redacted]

We will be happy to meet. Please advise the topics of concern so I can engage the right internal stakeholders.  
 Kind regards

s47F [redacted]

s47F [redacted]

Head of Private Health Insurance Policy & Liaison  
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HI s47F [redacted]

Hope all is well with you and the team. I've tried giving you a call a couple of times, however haven't been able to catch you.

I would like to set up a meeting between Defence Health and PHSB to discuss some concerns we have become aware of – we gather these may be linked to the Oracle transition; however would appreciate the opportunity to discuss and clarify.



Grateful if you or a member of the team could get in touch with some possible times. I'm also happy to have a chat prior to the meeting, to clarify the specific concerns, to assist with ensuring the availability of the right people.

Thanks in anticipation.

s22

s22

A/g Director  
Engagement and Compliance Section  
Private Health Strategy Branch  
Department of Health and Aged Care  
Phone: 6289 s22

s22

s22

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