# 201711587 Memo - General

## Action Details

<table>
<thead>
<tr>
<th>Case Number:</th>
<th>201711587</th>
<th>Assigned By:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned Date:</td>
<td>23-Nov-2017 12:00 AM</td>
<td></td>
</tr>
<tr>
<td>Assigned To:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location:</td>
<td>Unknown</td>
<td></td>
</tr>
<tr>
<td>Status:</td>
<td>Closed</td>
<td></td>
</tr>
</tbody>
</table>

## Comments

**COMPLAINT SUMMARY FOR ONLINE REFERENCE 201711587:** On 20 November 2017 @ 2200hrs the Commonwealth Department of Health received the below allegation. As this allegation is not in the department’s scope the allegation is being redirected to your agency.

**REPORTINGSUSPECTEDFRAUD:** Reporting Suspected Health Provider

**WHO IS THIS ALLEGATION ABOUT:** Department of Health Services

**LOCATION:** Melbourne

**CONTACT DETAILS:**

**INCIDENT TYPE:** External

**TARGET OF INCIDENT:** Benefits or payments

**TARGET OF INCIDENT TEXT:** Email seeking personal information

**PROGRAM:** Email

**DETAILS OF SUSPECTED FRAUD:** Asking for personal information on email

**HOW DID YOU BECOME AWARE OF THIS MATTER:** Checking the reply email address

**YOUR NAME:**

**EMAIL:**

**TELEPHONE NUMBER:**

**MOBILE:**

## Due Dates

<table>
<thead>
<tr>
<th>Reminder Date:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Due Date:</td>
<td></td>
</tr>
</tbody>
</table>

## Closure

<table>
<thead>
<tr>
<th>Completed By:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed Date:</td>
<td>23-Nov-2017 12:00 AM</td>
</tr>
<tr>
<td>Outcome:</td>
<td></td>
</tr>
</tbody>
</table>
### Action Details
- **Case Number:** 201711587
- **Assigned Date:** 01-Dec-2017 12:00 AM
- **Assigned To:** Unknown
- **Location:** Unknown
- **Status:** Closed

### Comments
Called complainant seeking further information about the complaint. She said the Department of Health (FED) received the complaint through their fraud email inbox and that they thought it might be the HCC that can deal with it because the person contacting them is in Victoria. She said they do not have any further information about the complaint.

### Due Dates
- **Reminder Date:**
- **Due Date:** (Action Owner)

### Closure
- **Completed By:**
- **Completed Date:** 01-Dec-2017 12:00 AM

### 20171587 Phones calls - out

**Action Details**
- **Case Number:** 20171587
- **Assigned Date:** 01-Dec-2017 12:00 AM
- **Assigned To:**
- **Location:** Unknown
- **Status:** Closed

**Comments**
Called complainant but there was no answer. Not able to leave a message.

**Due Dates**
- **Reminder Date:**
- **Due Date:**

**Closure**
- **Completed By:**
- **Completed Date:** 01-Dec-2017 12:00 AM
- **Outcome:**
## 201711587 Phones calls - out

<table>
<thead>
<tr>
<th>Action Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Number:</td>
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<tr>
<td>Assigned To:</td>
</tr>
<tr>
<td>Location:</td>
</tr>
<tr>
<td>Status:</td>
</tr>
</tbody>
</table>

**Comments**

Called complainant but phone could not go through, seems to have been switched off.

**Due Dates**

| Reminder Date: | (Action Owner) |
| Due Date:      | (Action Owner) |

**Closure**

| Completed By:  | (Action Owner) |
| Completed Date:| 04-Dec-2017 12:00 AM |
| Outcome:       | - |
**201711587 Phones calls - out**

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Case Number:</td>
<td>201711587</td>
</tr>
<tr>
<td>Assigned Date:</td>
<td>06-Dec-2017 12:00 AM</td>
</tr>
<tr>
<td>Assigned To:</td>
<td>Unknown</td>
</tr>
<tr>
<td>Location:</td>
<td>Unknown</td>
</tr>
<tr>
<td>Status:</td>
<td>Closed</td>
</tr>
</tbody>
</table>

**Comments**
Called the number provided on file, it was answered but was told it's the wrong number as they don't know the person I was asking for. I was told the phone I rang is work phone number for an aged care facility.

**Due Dates**
Reminder Date:  
Due Date: (Action Owner)

**Closure**
Completed By:  
Completed Date: 06-Dec-2017 12:00 AM
Outcome: -
<table>
<thead>
<tr>
<th><strong>Action Details</strong></th>
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<tbody>
<tr>
<td>Case Number:</td>
<td>201711587</td>
</tr>
<tr>
<td>Assigned Date:</td>
<td>06-Dec-2017 12:00 AM</td>
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**Comments**

This File was Reallocated From:  |
To: On 6/12/2017  |

**Due Dates**

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<tr>
<th>Reminder Date:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Due Date:</td>
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**Closure**

<table>
<thead>
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<th></th>
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</thead>
<tbody>
<tr>
<td>Completed Date:</td>
<td>06-Dec-2017 12:00 AM</td>
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<tr>
<td>Outcome:</td>
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<tr>
<td><strong>201711587 File Note</strong></td>
<td></td>
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<tr>
<td>-------------------------</td>
<td></td>
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<tr>
<td><strong>Action Details</strong></td>
<td></td>
</tr>
<tr>
<td>Case Number:</td>
<td>201711587</td>
</tr>
<tr>
<td>Assigned Date:</td>
<td>06-Dec-2017 12:00 AM</td>
</tr>
<tr>
<td>Assigned To:</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Location:</td>
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<tr>
<td>Status:</td>
<td>Closed</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td></td>
</tr>
<tr>
<td>This File was Reallocated From CST Manager To: [Redacted] On 6/12/2017</td>
<td></td>
</tr>
<tr>
<td><strong>Due Dates</strong></td>
<td></td>
</tr>
<tr>
<td>Reminder Date:</td>
<td>[Redacted] (Action Owner)</td>
</tr>
<tr>
<td>Due Date:</td>
<td>[Redacted] (Action Owner)</td>
</tr>
<tr>
<td><strong>Closure</strong></td>
<td></td>
</tr>
<tr>
<td>Completed By:</td>
<td>[Redacted]</td>
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<tr>
<td>Completed Date:</td>
<td>06-Dec-2017 12:00 AM</td>
</tr>
<tr>
<td>Outcome:</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>
A few things with this.

In complainant and consumer screens please enter title and gender and enter issues and outcomes.

You have attempted without success to contact following your initial conversation with her. There is an email address for her. Please send her an email requesting her to call you to discuss the matter.

During the conversation you had with me about this we also talked about the possibility of contacting whose mobile number is on the correspondence received.

A provider has not been identified. This appears to be a Medicare related complaint.

We need to advise about what this office deals with and attempt to get more information.

Regards

[Redacted]
Customer Services Manager

Health Complaints Commissioner
Level 26, 570 Bourke Street, Melbourne 3000
9032 3108

Please note: Any information contained in this email is strictly confidential. It is intended for the addressee only and may not be used or disclosed without the permission of the Health Complaints Commissioner. If you have received this email by mistake or are not the intended recipient please contact the sender immediately.

Health Complaints Commissioner
<A statutory authority of the Government of Victoria>
**Action Details**

<table>
<thead>
<tr>
<th>Case Number:</th>
<th>201711587</th>
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<td>Assigned Date:</td>
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<tr>
<td>Location:</td>
<td>Unknown</td>
</tr>
<tr>
<td>Status:</td>
<td>Closed</td>
</tr>
</tbody>
</table>

**Comments**

I have discussed with me. There is an email for [redacted] will send [redacted] an email suggesting that [redacted] be contacted to discuss.

**Due Dates**

<table>
<thead>
<tr>
<th>Reminder Date:</th>
<th></th>
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<tbody>
<tr>
<td>Due Date:</td>
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<tr>
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<tr>
<td>Outcome:</td>
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<tbody>
<tr>
<td>Assigned Date:</td>
<td>11-Dec-2017 12:00 AM</td>
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<tr>
<td>Assigned To:</td>
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<tr>
<td>Location:</td>
<td>Unknown</td>
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<tr>
<td>Status:</td>
<td>Closed</td>
</tr>
</tbody>
</table>

### Comments

HCA1.1: Request for further information from complainant.

### Due Dates

| Reminder Date: |  |
| Due Date: | (Action Owner) |

### Closure

| Completed By: |  |
| Completed Date: | 11-Dec-2017 12:00 AM |
| Outcome: |  |
### Action Details
- **Case Number:** 201711587
- **Assigned Date:** 11-Dec-2017 12:00 AM
- **Assigned To:** Unknown
- **Status:** Closed

### Comments
HCAl.1: Request for further information from complainant.

### Due Dates
- **Reminder Date:** (Action Owner)
- **Due Date:** (Action Owner)

### Closure
- **Completed By:**
- **Completed Date:** 11-Dec-2017 12:00 AM
- **Outcome:**
## Action Details

<table>
<thead>
<tr>
<th>Case Number</th>
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<table>
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<tr>
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<tbody>
<tr>
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</table>

## Comments

HCA1.1: Request for further information from complainant.

## Due Dates

<table>
<thead>
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<td></td>
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<tbody>
<tr>
<td></td>
<td>11-Dec-2017 12:00 AM</td>
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</table>

<table>
<thead>
<tr>
<th>Outcome</th>
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<tr>
<td></td>
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</tbody>
</table>
The Health Complaints Commissioner (HCC) has received your contact details from the Department of Health (Cwth) regarding concerns you raised with them.

The HCC deals with complaints from consumers of health services where they are dissatisfied about a health service they have received in Victoria.

Would you please contact me on 1300 582 113 and quote the reference number above to discuss your concerns.

Please contact me within 5 business days. If we do not hear from you within that period, we will assume that you no longer want to proceed with your complaint and we will close it.

Kind Regards

[Customer Service Officer]

[Health Complaints Commissioner]
Level 26, 570 Bourke Street, Melbourne 3000
1300 582 113

Please note: Any information contained in this e-mail is strictly confidential. It is intended for the addressee only and may not be used or disclosed without the permission of the Health Complaints Commissioner. If you have received this e-mail by mistake or are not the intended recipient please contact the sender immediately.

[Health Complaints Commissioner]
(A statutory authority of the Government of Victoria)
## Action Details

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<tbody>
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<td>201711587</td>
<td>12-Dec-2017 12:00 AM</td>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unknown</td>
<td>Closed</td>
</tr>
</tbody>
</table>

### Comments

He reported a suspicious email he received that looks like it's from Medicare, asking him to enter his personal details.

He suspected it is fake because the email is not from a government email.

He just want to report possible fraud.

Advised it is not an issue the HCC can deal with and that he can report it to Medicare.

### Due Dates

<table>
<thead>
<tr>
<th>Reminder Date</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Action Owner)</td>
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### Closure

<table>
<thead>
<tr>
<th>Completed By</th>
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<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12-Dec-2017 12:00 AM</td>
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</table>
### 201711587 File Note

**Action Details**
- **Case Number:** 201711587
- **Assigned Date:** 12-Dec-2017 12:00 AM
- **Assigned To:** [Redacted]
- **Location:** Unknown
- **Status:** Closed

**Comments**
This File was Reallocated From: [Redacted] To: On 12/12/2017

**Due Dates**
- **Reminder Date:** [Redacted]
- **Due Date:** [Redacted]

**Closure**
- **Completed By:** [Redacted]
- **Completed Date:** 12-Dec-2017 12:00 AM
- **Outcome:** [Redacted]
COMPLAINT SUMMARY FOR ONLINE REFERENCE 201711587: On 20 November 2017 @ 2200hours the Commonwealth Department of Health received the below allegation. As this allegation is not in the department's scope the allegation is being redirected to your agency.

REPORTINGSUSPECTEDFRAUD: ReportingSuspectedHealthProvider

WHO IS THIS ALLEGATION ABOUT: Department of Health Services

LOCATION: Melbourne

CONTACT DETAILS: [redacted]

INCIDENT TYPE: External

TARGET OF INCIDENT: Benefits or payments

TARGET OF INCIDENT TEXT: Email seeking personal information

PROGRAM: Email

DETAILS OF SUSPECTED FRAUD: Asking for personal information on email

HOW DID YOU BECOME AWARE OF THIS MATTER: Checking the reply email address

YOUR NAME: [redacted]

EMAIL: [redacted]

TELEPHONE NUMBER: [redacted]

MOBILE: [redacted]
Health Complaints Commissioner - Online Complaint

WHO THE COMPLAINT IS ABOUT
Did the incident happen in Victoria? yes
First name: Unknown
Last name: Unknown
Organisation: Unknown
Address:
Suburb:
Postcode:
Website address:
Phone Number:
Email:
ABN: OR ACN:
Is practitioner registered? unsure
Registered profession?
When did the incident occur? 20/11/2017

IF IT HAPPENED MORE THAN 12 MONTHS AGO, WHY DID YOU NOT COMPLAIN EARLIER?

Have you tried to resolve the complaint? no
What was their response?
Response Other:
Response File:

Are you complaining on behalf of someone else ?: else
First name: 
Last name: 
Do you have permission to make a complaint on their behalf?: yes
If yes, what happened?

ABOUT THE COMPLAINANT
First name: 
Last name: 
Date of birth:
Sex:
Email:
Phone number:
Address:
Suburb:
Postcode:
Preferred method of contact: email
Interpreter?: no
Language:

ABOUT THE COMPLAINT
Has a summary file attached:

COMPLAINT SUMMARY

WHAT DO YOU WANT TO HAPPEN ?

Do you give permission to share your complaint?: yes
If not giving permission, why?

1 | Page
# Closure Report

**Case Number:** 201711587  
**Case Stage:** Close C Receipt  
**Officer:** CST Manager  
**Written Rec'd:** 14/12/2017

---

## Consumer
- **Name:** Mr [redacted]  
- **Address:** VIC 3000  
- **Phone:** [redacted]

---

## Complainant
- **Name:** Ms [redacted]  
- **Address:** [redacted]  
- **Phone:** [redacted]

---

## Provider
- **Name:** Unknown  
- **Address:** [redacted]  
- **Phone:** [redacted]

---

## Closure information
- **Reason for Decline:**  
- **Outcome:**
11 December 2017
Our ref: 201711587

PRIVATE AND CONFIDENTIAL

Ms [Confidential]
VIC

By email: [Confidential]

Dear Ms [Confidential]

[Insert subject]

Thank you for the complaint lodged on 21 November 2017 in relation to your concerns about Unknown.

Option for complaint receipted and recorded
You have advised us that you attempted to resolve the complaint directly with the provider. Could you please provide details of the attempts you made to resolve the complaint, why it remains unresolved and the outcomes you are seeking? If you received a written response from the provider please provide this along with any other relevant information.

Option for early resolution
So that we can deal with your complaint, we need more information about the events that occurred. Would you please send the following documents by 25 December 2017:

1. 
2. 

As your complaint is about a registered practitioner we are obliged to notify the Australian Health Practitioner Regulation Agency (AHPRA). If AHPRA wishes to review your complaint we will be obliged to refer it to them.

Please provide this information within 10 business days. If you are not able to provide the information within 10 business days please let us know. If we do not hear from you within that period, we will assume that you no longer want to proceed with your complaint and we will close it.

If you have any questions please contact me, [Contact information] or [Contact information].

Yours sincerely
11 December 2017

Our ref: 201711587

PRIVATE AND CONFIDENTIAL

Ms [Redacted]

VIC

By email: [Redacted]

Dear [Redacted],

Your complaint to Department of Health

The Health Complaints Commissioner (HCC) has received your contact details from the Department of Health (Dhth) regarding concerns you raised with them.

The HCC deals with complaints from consumers of health services where they are dissatisfied about a health service they have received.

Would you please contact me on 1300 582 113 and quote the reference number above to discuss your concerns.

Please contact me within 5 business days. If we do not hear from you within that period, we will assume that you no longer want to proceed with your complaint and we will close it.

Yours sincerely

[Redacted]

Customer Service Officer
11 December 2017

Our ref: 201711587

PRIVATE AND CONFIDENTIAL

Ms [Redacted]  

By email: [Redacted]  

Dear Ms [Redacted]

[Insert subject]

Thank you for the complaint lodged on 21 November 2017 in relation to your concerns about Unknown.

Option for complaint receipted and recorded

You have advised us that you attempted to resolve the complaint directly with the provider. Could you please provide details of the attempts you made to resolve the complaint, why it remains unresolved and the outcomes you are seeking? If you received a written response from the provider please provide this along with any other relevant information.

Option for early resolution

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Please provide this information within 10 business days. If you are not able to provide the information within 10 business days please let us know. If we do not hear from you within that period, we will assume that you no longer want to proceed with your complaint and we will close it.

If you have any questions please contact me, [Redacted] or [Redacted].

Yours sincerely
Supporting safe and ethical healthcare.
Level 26, 570 Bourke Street
Melbourne Victoria 3000
Complaints line: 1300 582 113
DX: 210182
hcc@hcc.vic.gov.au
hcc.vic.gov.au
**201711587**  
10-Oct-2019 4:33 PM

**Complainant**
Name: [redacted]
Phone - Other: [redacted]
Preferred Contact: [redacted]
Address (Street): Postal Address

**Consumer**
Name: [redacted]
Preferred Contact: [redacted]
Address (Street): Victoria

**Service Provider**
Name: Commonwealth Dept Health and Ageing
Preferred Contact: [redacted]
Address (Postal): Social Marketing Unit, GPO Box 9848
CANBERRA Australian Capital Territory 9848

**Service Provider Contact**
Name: [redacted]
No Service Provider Contact

**Summary**
COMPLAINT SUMMARY FOR ONLINE REFERENCE 201711587: On 20 November 2017 @ 2200hours the Commonwealth Department of Health received the below allegation. As this allegation is not in the department's scope the allegation is being redirected to your agency.

REPORTING SUSPECTED FRAUD: Reporting Suspected Health Provider

WHO IS THIS ALLEGATION ABOUT: Department of Health Services

LOCATION: Melbourne

CONTACT DETAILS: [redacted]

INCIDENT TYPE: External

TARGET OF INCIDENT: Benefits or payments

TARGET OF INCIDENT TEXT: Email seeking personal information

PROGRAM: Email

DETAILS OF SUSPECTED FRAUD: Asking for personal information on email

HOW DID YOU BECOME AWARE OF THIS MATTER: Checking the reply email address

YOUR NAME: [redacted]
EMAIL: [redacted]

TELEPHONE NUMBER:

MOBILE: [redacted]

**Receipt Details**
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<th>Complaint</th>
<th>Received Date:</th>
<th>21-Nov-2017 12:00 AM</th>
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<tbody>
<tr>
<td>Case Type</td>
<td>Complaint</td>
<td>Received By:</td>
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<td>How Received</td>
<td>Phone</td>
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**Issues - 1**

<table>
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<tr>
<th>Issue Taxonomy</th>
<th>Owner</th>
<th>Outcome</th>
<th>Closed Date</th>
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<tr>
<td>Conduct and behaviour/ Dishonesty</td>
<td>CST Manager</td>
<td>Resolved</td>
<td>14-Dec-2017 12:00 AM</td>
</tr>
</tbody>
</table>

**Actions - 26 (All Completed)**
On 20 November 2017 @ 2200 hours the Commonwealth Department of Health received the below allegation. As this allegation is not in the department's scope the allegation is being redirected to your agency.

**REPORTING SUSPECTED FRAUD:** Reporting Suspected Health Provider

**WHO IS THIS ALLEGATION ABOUT:** Department of Health Services

**LOCATION:** Melbourne

**CONTACT DETAILS:**

**INCIDENT TYPE:** External

**TARGET OF INCIDENT:** Benefits or payments

**TARGET OF INCIDENT TEXT:** Email seeking personal information

**PROGRAM:** Email

**DETAILS OF SUSPECTED FRAUD:**

**HOW DID YOU BECOME AWARE OF THIS MATTER:** Checking the reply email address

**YOUR NAME:** &

**EMAIL:** &

**TELEPHONE NUMBER:** &

**MOBILE:** &

---

**COMPLAINT SUMMARY FOR ONLINE REFERENCE 201711587:** On 20 November 2017 @ 2200 hours the Commonwealth Department of Health received the below allegation. As this allegation is not in the department's scope the allegation is being redirected to your agency.

**REPORTING SUSPECTED FRAUD:** Reporting Suspected Health Provider

**WHO IS THIS ALLEGATION ABOUT:** Department of Health Services

**LOCATION:** Melbourne

**INCIDENT TYPE:** External

**TARGET OF INCIDENT:** Benefits or payments

**TARGET OF INCIDENT TEXT:** Email seeking personal information

**PROGRAM:** Email
DETAILS OF SUSPECTED FRAUD:
Asking for personal information on email

HOW DID YOU BECOME AWARE OF THIS MATTER: Checking the reply email address

YOUR NAME: 
EMAIL: 
TELEPHONE NUMBER: 
MOBILE: 

COMPLAINT ORIGIANAL SUMMARY FOR ONLINE REFERENCE 2237:-
in_vic = yes:-
registered_prac = unsure:-
registered_position = -:
tried_resolve = no:-
tried_resolve_response = -:
happened_permission_explain = -:
share_permission = yes:-
share_permission_why = -:

Called complainant seeking further information about the complaint. She said the Department of Health (FED) received the complaint through their fraud email inbox and that they thought it might be the HCC that can deal with it because the person contacting them is in Victoria. She said they do not have any further information about the complaint.

Called the number provided on file, it was answered but was told it's the wrong number as they don't know the person I was asking for. I was told the phone I rang is work phone number for an aged care facility.

A few things with this.

In complainant and consumer screens please enter title and gender and enter issues and outcomes.

You have attempted without success to contact Ms following your initial conversation with her.

There is an email address for her.
```
| File Note | 01-Jan-0001 | 08-Dec-2017 |
| Documents - out | 01-Jan-0001 | 11-Dec-2017 |
| Documents - out | 01-Jan-0001 | 11-Dec-2017 |
| Documents - out | 01-Jan-0001 | 11-Dec-2017 |
| Documents - out | 01-Jan-0001 | 11-Dec-2017 |
| Email - to | 01-Jan-0001 | 11-Dec-2017 |
```

Please send her an email requesting her to call you to discuss the matter.

During the conversation you had with me about this we also talked about the possibility of contacting Mr [redacted] whose mobile number is on the correspondence received.

A provider has not been identified. This appears to be a Medicare related complaint.

We need to advise about what this office deals with and attempt to get more information.

Regards
Customer Services Manager
Health Complaints Commissioner
Level 26, 570 Bourke Street, Melbourne 3000
9032 3108

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Please note: Any information contained in this e-mail is strictly confidential. It is intended for the addressee only and may not be used or disclosed without the permission of the Health Complaints Commissioner. If you have received this email by mistake or are not the intended recipient please contact the sender immediately.

Health Complaints Commissioner
<A statutory authority of the Government of Victoria>

[redacted] has discussed with me.

There is an email for [redacted] Tito will send an email suggesting that Tito be contacted to discuss.

HCA1.1: Request for further information from complainant

HCA1.1: Request for further information from complainant

HCA1.1: Request for further information from complainant

Dear [redacted],

The Health Complaints Commissioner (HCC) has received your contact details from the Department of Health (Dhsv) regarding concerns you raised with them.

The HCC deals with complaints from consumers of health services where they are dissatisfied about a health service they have received in Victoria.

Would you please contact me on 1300 582 113 and quote the reference number above to discuss your concerns.

Please contact me within 5 business days. If we do not hear from you within that period, we will assume that you no longer want to proceed with your complaint and we will close
He reported a suspicious email he received that looks like it's from Medicare, asking him to enter his personal details.

He suspected it is fake because the email is not from a government email.

He just wants to report possible fraud.

Advised it is not an issue the HCC can deal with and that he can report it to Medicare.

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### Documents - 7

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