



STATE OF THE HEALTH FUNDS REPORT 2010

Summary Report Card

CUA CUA Health Ltd

A Queensland based, not for profit fund. Market Share <0.5%

Coverage	NSW & ACT	VIC	QLD	WA	SA	TAS	NT
Hospital Related Charges Covered	94.0%	93.3%	92.6%	88.0%	97.3%	93.5%	97.7%
<i>Industry Result</i>	87.5%	92.1%	88.5%	92.3%	95.1%	92.1%	87.8%
Medical Services with No Gaps	87.5%	88.7%	87.3%	69.3%	94.0%	82.6%	86.6%
<i>Industry Result</i>	84.2%	87.4%	83.2%	78.2%	87.4%	85.8%	78.3%
Medical Services No or Known Gap	86.6%	92.3%	86.4%	92.2%	95.5%	90.9%	83.7%
<i>Industry Result</i>	86.6%	92.3%	86.4%	92.2%	95.5%	90.9%	83.7%
Extras Treatment Covered	54.5%	55.9%	52.9%	54.7%	64.1%	52.4%	50.5%
<i>Industry Result</i>	48.1%	48.4%	48.1%	48.4%	53.0%	47.1%	45.2%
Private Hospital Agreements	-	-	49	-	-	-	-
<i>Industry Maximum</i>	86	73	51	20	32	7	1
Day Hospital Agreements	-	-	42	-	-	-	-
<i>Industry Maximum</i>	89	69	44	20	23	4	1

Health Fund Finances	Fund	Compared to Industry Result
Benefits as % Contributions	90.5%	86.3%
Management Expenses (% Fund Cont.)	10.9%	9.2%
Management Expenses (Average Policy)	\$318	\$238
Surplus (-Loss) from Health Insurance	-1.4%	4.5%
Share of PHIO Complaints		Compared to Fund's Market Share
Benefit Complaints	-	<0.5%
Service Complaints	-	
All Complaints	5.0%	
Investigations	1.0%	

This summary includes only the most significant types of services and features. For further information please see the full *State of the Health Funds Report* available from the Private Health Insurance Ombudsman at www.phio.org.au or phone 1800 640 695.