

Email from (HF) – Finally accepting Group Physiotherapy.

- The 1:1 consult is obvious, initials aren't that hard to see.
- The way someone pays eg pre-paid has never been a point in the past and is standard practice.
- Many of our patients came from GP referrals with 'specific circumstances'.

On Monday, 12 March 2018, 2:20:52 pm AEDT, [REDACTED] <[REDACTED].com.au> wrote:

Dear Monte

As promised we have revisited Mr [REDACTED]'s claims for group physiotherapy consultation in the light there had been a 1:1 consultation (which we had not realised) and you had initialled each of his attendances to confirm it took place (which we also had not realised).

Whilst these services were pre-paid which would normally put the services outside of a consultation, we noted that Mr [REDACTED] had been referred by his GP for rehab in specific circumstances.

We have asked the claims team to reassess the claims and Mr [REDACTED] should, by now have received his benefits.

We left an internal document with you - designed to help with claims audits, this is still what we would refer to when reviewing patient records in support of group physiotherapy claims.

Yours sincerely

[REDACTED]
Head of Ancillary Benefits
[REDACTED] NSW 2000
P [REDACTED] M [REDACTED]
E [REDACTED].com.au
[REDACTED]

It really isn't that hard to notice a 1:1 consult and initials. Unless you don't want to approve.

**GROUP
PHYSIO
APPROVED!**

There is a serious issue as we had been doing this for the last 3 years.

-----Original Message-----

From: Monte Elissa [mailto:[REDACTED].com.au]
Sent: Monday, 12 March 2018 12:06 PM
To: [REDACTED].com.au>
Subject: Feedback- Group Physiotherapy Approval

Dear [REDACTED],

Thank you again for the meeting two weeks ago with yourself and J [REDACTED]

Following the meeting it was my understanding that further reflection would occur by [REDACTED] on Mr [REDACTED]'s notes.

Furthermore, have my points raised at our meeting been accepted and does Mr [REDACTED]'s notes comply with [REDACTED]'s Group Physiotherapy requirements?