

First personal directed email to me from (HF) Ancillary Benefits Manager. (This was received well after contact with two Provider & Claims Compliance Officers). Ie (HF) rather than answering my Group Physio Questions and build a relationship. (HF) chose to withhold information and use their disciplinary team on me.

The Ancillary Benefits Managers role is to connect with therapists and answer their questions. This had not happened.

Why had 'Jody' from (HF) not responded to all my letters asking about Group Physiotherapy. It was her role.

██████████ <██████████@██████████.com.au> To: ██████████@yahoo.com.au 10 Feb. 2014 at 5:56 pm

Dear Mr Elissa

Thank you for your email. You may certainly correspond with me directly.

I note that as well as corresponding with ██████████ and now me, you have also written to ██████████'s Managing Director and you mention the Private Health Insurance Ombudsman in the body of your email. So, I will consult and coordinate with the other parties before responding in any detail on the matters you have raised in your email below.

Yours sincerely

██████████
Ancillary Benefits Manager

She. 'Jody' was responding to this email I sent, after my onsite audit.

From: Monte Elissa [mailto:██████████@yahoo.com.au]
Sent: Friday, 7 February 2014 5:45 PM
To: ██████████
Subject: [Test email for ██████████] from Monte Elissa

Hi ██████████,

I have been swapping emails with ██████████ from the APA and you may recall that she asked you if I could make direct contact with you as an individual physiotherapist (ie I want to make it clear I am an APA member, **not** in a capacity as an APA representative).

She mentioned that her experience with you has been a good one and I hope to enjoy a similar experience with you too.

The main reason I would like to have communication with you is due to recent developments. After reading the following points, I hope you can inform me of whether you can be the main communication point with ██████████ for me or if someone else would be more appropriate.

In short, I have been writing letters to ██████████ for many years and more recently my questions have remained unanswered.

My circumstance is that a lady called ██████████ - **compliance manager** with ██████████ has recently performed an audit on my practice, subsequently referred my details to the HCCC which now has been forwarded to the Australian Physiotherapy Council.

I have been extremely disappointed in the way my situation has been treated, as I feel I have had little to no communication to my questions and letters in trying to do the right thing and given an opportunity to follow any direction.

I feel it is important to know that I have written to your CEO and the Private Health Fund Ombudsman also about this situation.

So my initial question is- Are you able to be my contact point for [REDACTED] or is another person more appropriate. My commitment is to fix any wrongs and work within guidelines, as it has always been- but I need to know what they are.

I look forward to your reply so that I may be able to continue developing my group physiotherapy service/ practice.

Warm Regards,
Monte Elissa

I say it again, Jody, should have been the person communicating with me over the years when I wrote my letters to (HF) asking about Group Physiotherapy information, prior to my onsite audit.

Jody, somehow did not reach out and reply to my (HF) letters. Why?

[She was however, meeting up with Business X and extensively allowing 'Classes' to be claimed under 'Group' Physiotherapy coding.]