

**How to get an answers to questions in the  
Private Health Insurance Health system prior to 16/9/2013.**

**Eg What are the rules for Group Physiotherapy.**

**ASK**

**The Health Fund.**

**NO REPLY.**

**The Industry  
Association.**

**NO REPLY.**

**Observe what other  
practitioners are doing.**

I later found out they were

**switching code  
numbers!**

**Ask other leading practices  
working intimately with the  
health fund.  
(after 16/9/2013)**

**NO REPLY.**

**My experience: None of the above standard entities bothered to provide any specific advice to me, for whatever reason. Not even service descriptors. Why, then would (HF) isolate me and deviate from normal auditing protocols of my Group Physiotherapy facility. It was clearly aggressive bad faith practices and discrimination.**