

Email from Jody at (HF) to me.

False facts:

Only one audit was ever done.

(HF) attended an appointment that wasn't confirmed.

The Group Physio requirements had been fulfilled for years, (HF) didn't want to know about it.

Whilst (HF) used every tactic to assist Business X to build their business and switch codes and help them.

(HF) is using every dirty trick they can to stop my patient claims. It is so unfair.

7 July 2017
Private and Confidential
Monte Elissa
[REDACTED]
By email

Your submission to [REDACTED] dated 13 June 2017.

Background: As a result of **two on-site audits** [this is absolutely false. Only one audit was done. No patient notes or systems were viewed] following observation of **atypical claims patterns** [that's because I was one of the first to have a Group Physiotherapy practice in Australia], some time ago [REDACTED] informed Mr Elissa that it deems the supervised gym **sessions** [I believed all Group Physio requirements were being fulfilled] delivered by [REDACTED] were more appropriately claimed as Health Management Programs (exercise regimes that address specific health conditions) and not group physiotherapy consultations. [By this stage I have spoken to about 40 people and I was consulting a Barrister who was going through terms and conditions and service descriptors with precision]. (HF) were doing everything to cover up their mistakes and code switching activities.

Mr Elissa has recently submitted a check-list and a question and answer document aimed at re-establishing group physiotherapy benefits for [REDACTED] members. [I had also written something similar in 2014]

Our decision: **Our position is unchanged.** [If I have been working on Group Physiotherapy for years and I believed I was fulfilling all requirements, why was (HF) not allowing claiming. Something more is going on.] After a careful review of the submitted documents, there is no robust evidence such as de-identified records to support reconsideration of the status quo. [more time wasting, as sign of bad faith insurance] Additionally, there is little external evidence that [REDACTED] is primarily a physiotherapy practice, as noted at the last on-site visit (where Mr Elissa was indisposed and could not attend). [False. (HF) attended my facility without the confirmation of the appointment. I had been in hospital having a procedure. [I had worked for more than 20 years to build a Group Physio/ Rehab facility. More hurdles. I want the truth.]

While there is no argument that structured supervised exercise programmes may form a valuable part of effective physiotherapy treatment, the issue as to whether Mr Elissa provides group physiotherapy as outlined by the accepted APA service descriptors remains unresolved by the information provided. [(HF) did not know I was working with a Barrister going through and fulfilling each point. We had previously been fulfilling requirements for years. (HF) has knowingly allowed switching of codes that did not match with another business.]

We maintain our position which is that Mr Elissa's patients can claim benefits for 1:1 physiotherapy consultations and for therapeutic exercise (item number 561) as Health Management Program benefits.

[REDACTED]
Head of Ancillary Benefits