

**Letter and emails attached were sent to Business X by registered post.**

**No response was heard back from Business X.**

██████████ TM

**Monte Elissa**

B.App.Sc., Pthy., M.A.P.A.  
PHYSIOTHERAPIST

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██████████ NSW  
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27<sup>th</sup> November, 2014

(Business X- BUS X)

██████████  
██████████  
██████████ St,  
██████████ NSW ██████████

Dear ██████████,

These copies of emails, which contain some questions, have been sent for consideration and comment.

It seems there is an email issue- emails couldn't get through due to being sent back as spam and the enclosed emails have had no response. They could have gone into your spam box.

I am looking deeper into my examination of Group and Class Physiotherapy and there seems to me like there are many holes. How does ██████████ feel?

This letter has been sent to you as an invitation to open communication channels and continue to forge a way forward, in a way that is beneficial and fair for all committed group/ class physiotherapists.

I would be keen to hear any thoughts.

Yours sincerely,

**Monte Elissa**

B.App.Sc.Pthy. M.A.P.A.  
Founder of ██████████

## Emails sent to 'Jody' at (HF)

**From:** Monte Elissa [mailto: [REDACTED]@yahoo.com.au]

**Sent:** Monday, 16 March 2015 3:41 PM

**To:** [REDACTED]  
**Cc:** [REDACTED]

**Subject:** Clarification sought and invitation to meet

Dear J [REDACTED],

I hope that you are well and thank you for extending your time to review my case. The purpose of following up from previous correspondence regarding an 'unnamed' physiotherapist is to clarify any misunderstandings, to maintain my duty of care and to also ensure that my business complies with Private Health Insurance and other relevant bodies' guidelines.

I have also been working towards revising our practice and where needed, making changes along the way to evolve our processes.

The unnamed physiotherapist so far is (Bus X) [REDACTED] ([http://www.\[REDACTED\].com.au](http://www.[REDACTED].com.au)) and although I do not wish to compromise anybody's privacy or integrity, I have noticed that there have been some differences between the way that (HF) [REDACTED] administers service descriptors with (BUS X) [REDACTED] and (ME) [REDACTED]. Even though it is noted that (BUS X) [REDACTED] does classes and [REDACTED] does groups.

Please find the following examples and short summaries;

•(Item A) [REDACTED] patients can claim for physiotherapy classes and it has been stated to me that [REDACTED] do not cover these costs. Please note that for the period of 3<sup>rd</sup> February 2014 to 23<sup>rd</sup> June 2014, the total cost of a client's [REDACTED] reimbursement total to \$306. This would suggest that [REDACTED] Health Management annual limit (P560) of \$150 has not been adhered to and it seems that classes are being rebated under Group Physiotherapy.

•(Item B) I have a mutual client who attends both [REDACTED] and [REDACTED] and has reported to me that she has been attending [REDACTED] for over eight years, with only having three assessments completed within that period.

•(Item C) I also refer to my patient, who has advised me that there are definitely more than twelve people attending classes through [REDACTED], and the class size has been anywhere up-to twenty people. (Definitely over 12 people as required)

•(Item D) I also confirm my correspondence from Chris Massis CEO of APA confirming that physiotherapist needs to regularly assess patients throughout their course of treatment and not just once or twice over an eight year period of treatment.

•(Item E) is a newsletter from [REDACTED] with the following announcements –

**“we have had a number of productive meetings”, “existing rebate (item 560) continue for clients”.**

Would it be possible to clarify the nature of the meetings and explain why [REDACTED] was unable to be offered a productive meeting when requested at the end of last year. It is my understanding that three [REDACTED] representatives at the same time were able to find time to assist [REDACTED].

**Advanced and Athlete Programs- maintenance phase of therapy- and can no longer claim a rebate under item 560.**

I am not sure why [REDACTED] has been isolated and treated in the way it had been from [REDACTED]. I believe that the discrepancies are significant as well as the administration as listed above seemed to comply with [REDACTED] as [REDACTED] was even promoted on page 16 in the [REDACTED] publication [REDACTED] magazine, 5<sup>th</sup> of June 2014.

This has made me feel very uneasy and I have been unsure which direction to take, hence I have exhausted myself with my enquiries. Could you therefore please clarify each of my points raised as I have honestly felt, to a large extent unfairly done by. If by any chance, I have misunderstood any situation, please allow me to be the first person to apologise.

I sincerely hope this information is provided in good faith and I look forward to having an amicable meeting with you. I am very willing and able to take and accept your lead as well as anticipate, that you can assist me with finding a resolution.

Warm Regards,  
Monte Elissa