Email from me to the PHIO office.

If health funds do not communicate about their rules and interpretations, this is an arrangement that does not work.

Monte Elissa < ██████████████████ >

To ████ @phio.gov.au 24 Jul. 2014 at 10:06 am

Hi Kate,

I thought it pertinent to send the chart attachment. My company has been severely affected with recent issues.
I have been struggling to understand and work out how this came about and what I could have done differently.

I feel, I made reasonable attempts to find out what rules and guidelines were.
Wrote to the health funds in March 9, 2005. - no response
Wrote to my industry body, 14th of January 2010 - no response

I just assumed there were no specific ones -and I could have been correct at that time as Group Physiotherapy was and I believe still is in its infancy.

I followed up all ████ points of contact by asking what the rules and guidelines are. There was no response.
Open communication only started after I contacted the Ombudsman office, your office.

In summary the chart shows- that the APA suggests service descriptors (guidelines and rules) . The health funds interpret and choose to do as they like. So on this last point, it is imperative that open communication happens with the health fund to understand what they interpret and what they want. I have sought advice (industry/ legal / mentor) from a number of sources and a very sound contact has advised me that the only real way to get answers from the health funds is through the patients- as they have a paid the health fund - as a practitioner I do not pay the health funds so their is no obligation. **This system does NOT work.**

I have been affected significantly by what has transpired over the year and my intention is to minimise this from happening to any other practitioner in the future.

I would like to know what has to happen to create open communication between practitioners and health funds. What has to change in the system and what I can do.

Warm Regards,
Monte Elissa