

Emails from two (HF) compliance officers.

When I typed into my email history, these were the first specific (HF) emails to me.

There would have also been correspondence via landmail as (HF) had asked for patient notes 2 years prior, which they reviewed without an issue or any feedback, when I asked.

My point is, (HF) is ignoring my multiple attempts to seek answers to 'Group Physiotherapy' and is instead surrounding me with 'compliance' officers whose role, I believe is to discipline, not educate.

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██████████ <██████████@██████████.com.au> To: ██████████@yahoo.com.au 10 Sep. 2013 at 9:57 am

Dear Mr Elissa,

Further to our recent phone conversation, please find attached our onsite review request. I will call you shortly to arrange a convenient time on 16 September 2013.

Thanks

██████████ (First person)

Provider & Claims Compliance Officer

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██████████ <██████████@██████████.com.au> To: ██████████@yahoo.com.au, 16 Sep. 2013 at 10:24 am

Hi Monte

Please find attached the patient list for today's review.

Regards

██████████ (Second person)

Provider & Claims Compliance Officer

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