

## Email from me to (HF) about their own administration claiming errors. One of the many mistakes (HF) have made.

It was during the time we had transferred all our patients to exercise claiming, under an Exercise Physiologist care using professional Group Physiotherapy principles. We did this until we got the green light by (HF) that we complied with all they wanted. (HF) were quick to recollect their money. Even though my patient lost out, honesty is best policy.

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**From:** Monte Elissa [mailto:██████████@yahoo.com.au]  
**Sent:** Wednesday, 27 April 2016 1:19 PM  
**To:** ██████████  
**Subject:** Exercise Claiming

Dear ██████████

I was advised that one of the patients here at ██████████ submitted an 'exercise receipt' for claiming with ██████████, even though he uses our service for addressing his health issues through our clinical exercise service. It was through the 'new' sms/ electronic system ██████████ uses.

Even though I was advised by my appointed consultant, that it is not my issue and it is in fact detrimental to a patient being able to claim, I felt compelled, under the light of fairness, to raise the above point.

I was surprised to see that a claim was done over the \$150 amount for Exercise Physiology. The receipt clearly stated 'Exercise' and had no item number for Exercise Physiology on the receipt, to be claimed upon. I was under the assumption item numbers were required?

Has anything changed that I am unaware of with ██████████'s status and claiming for ██████████ patients?

Due to confidentiality, I am unable to provide any further information about this topic.

I hope my openness and transparency has been received well.  
Warm Regards,  
Monte Elissa

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██████████ <██████████@██████████.com.au>

**To:** Monte Elissa  
28 Apr. 2016 at 6:01 pm

Dear Monte

Thank you for pointing this out to me. We found the claim I think you are referring to, and you are quite correct, the claim was overpaid. We have contacted the member and apologised.

I am very appreciative of your openness and transparency.

Kind regards

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**Ancillary Benefits Manager**

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