

[REDACTED]

9 October 2013

[REDACTED]

Mr M Elissa
[REDACTED]

COPY

Dear Mr Elissa

Recent onsite review

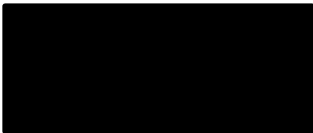
Thank you for your assistance during our recent onsite review of your practice.

We have now completed our review and wish to draw your attention to a number of issues identified:

- **Patient records** – Seven [7] patient records reviewed were incomplete in the sense that some services provided to the [REDACTED] member did not have a corresponding entry in their record. This is in breach of the [Terms and conditions for [REDACTED] recognised Providers of General Treatment] (**the Terms**).
- **Incorrect itemisation** – On [7] occasions we found that either the group physiotherapy or exercise physiology item numbers were used to claim for general exercise or fitness classes. These item numbers should only be used where individually tailored programs (uniquely designed for each participant) are used to treat the specific health condition of the patient. Each attendance the patient should be reassessed and notes made in their patient record.
- **Workplace, health and safety** – The safety of [REDACTED] members is of the utmost importance to us. We are concerned that you were unable to describe any adequate procedures to be implemented in the event of an adverse event.
- **Treatment plans** – We expect that at each consultation (whether one-on-one or group) that in each consultation, the patient will be re-assessed, and notes recorded in the patient file. We also expect that patient records will evince a clear plan of treatment against which the patient's progress can be measured. Seven [7] of the records reviewed did not exhibit such a plan.
- **General knowledge of patients** – We were concerned that when asked about a number of the patients you either had no working knowledge or provided vague responses. Your provider number has been recorded against these treatments (including in the month before the audit). We would expect a health practitioner to be able to provide a broad overview of the patient, condition/s you are treating and how they are progressing.

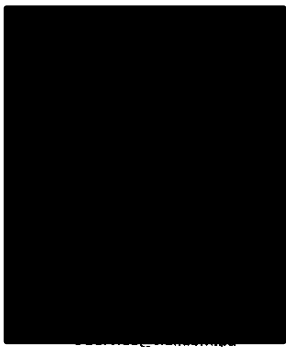
[REDACTED] has resolved to suspend your clinic's access to HICAPS until further notice and remove it from the [REDACTED]. This letter serves to give you 7 days

[REDACTED]



notice of the suspension of HICAPS and 30 days notice of your removal from
for [redacted] program.

HICAPS will cease at your clinic on [28 October 2013] and its participation in
[redacted] will end on [28 November 2013].



In order for the correct benefits to be paid, we request that receipts and invoices **do not** refer to group physiotherapy (560) and or exercise physiology (540, 541 and 543) for group exercise classes. We also remind you that in accordance with clause 7.1(o) of the Terms, [redacted] benefits are only payable where the treatment is to address or ameliorate a specific health condition. This excludes general fitness and wellbeing classes.

Whilst benefits are not available under physiotherapy or exercise physiology for exercise classes, [redacted] members can claim a rebate towards the cost of [redacted] *Programs* (exercise regime) where: (1) they are attending to address a specific health condition and (2) their GP or medical specialist has prescribed such treatment to address that specific condition. [Copy of authorisation form is enclosed].

We ask that you immediately amend your processes to ensure compliance with our requirements.

Yours sincerely



Provider and Claims Compliance Officer

