

<[REDACTED].com.au>
To: [REDACTED], growththisgood@yahoo.com.au
Cc: [REDACTED]
27 Apr. 2017 at 1:06 pm

Thanks [REDACTED], and hello again Monte.

This vexing issue [REDACTED].

I completely understand your frustration Monte as I have literally torn my hair out over health funds and their inconsistencies a number of times.

[REDACTED] has described what a great service you offer.

[REDACTED].

[REDACTED]

The health funds took this into consideration [REDACTED]
[REDACTED] for each class. We engaged with HCF to get their approval [REDACTED].

[REDACTED].

From 2013-2015 our more acute levels of classes, [REDACTED]
[REDACTED] were treated as group physiotherapy 560.

Our advanced classes were seen as more maintenance, and were under the Health Management section rather than physiotherapy.

[REDACTED]

[REDACTED]

- We **now** have only one level of class that is eligible for group physiotherapy, [REDACTED] out of our 140 classes). [REDACTED]

- For HCF, all other groups/classes are **now** claimed under Health Management if the individual's cover permits. [REDACTED]
- [REDACTED]

[REDACTED]

What is difficult is when someone at the desk at [REDACTED] tells the patient that if they just ask us to change the invoice to 560 they can get more back.

As a result, we have had to advise all our clients that the health funds as a whole are not valuing prevention or the maintenance of good function – [REDACTED] If the patient does value prevention, maintenance and improvement of their bodies and their life, [REDACTED] our long term aim is to have a model that is largely independent of the health funds on the class [REDACTED]

I hope this helps Monte, [REDACTED].

Kind regards,

PS please give my regards to [REDACTED]

[REDACTED] Physiotherapist

Managing Director

M: [REDACTED]