

Below is an email from another health fund that states they allow claiming for prevention. It is not industry norm, as I have found out. Apparently (HF) does not allow claims for prevention under Group Physiotherapy, but Business X did claim for this with (HF). This is proof that all health funds interpret the rules in their own ways. THEREFORE, if (HF) acted responsibly they would have been fully honest and transparent with me. They were not. It proves that it is necessary for health funds to communicate the rules and interpretations and clarify their position. (HF) did not prior to my audit.

Monte Elissa

To R [REDACTED] (another health fund)

CC Monte Elissa

21 Mar 2014

Hi Ross,

Thank you for your prompt letter. It has been helpful.

Would it be possible to address my question that was asked on the 7th of February, 2014. A simple Yes or No is required for each.

My question said another way.

A) S [REDACTED] is doing a therapeutic exercise program that assists preventing her lower back pain and sciatica which has been symptomatic in the past.

Does S [REDACTED] qualify for a rebate under [REDACTED] Health Fund's Group Physiotherapy guidelines/policy? Yes [ ] No [ ]

Another health fund

B) If S [REDACTED] does **not currently have back pain but she feels it prevents it** from coming back by doing a therapeutic exercise program under our Group Physiotherapy service.

Does S [REDACTED] qualify for a rebate under [REDACTED] Health Fund's Group Physiotherapy guidelines/policy? Yes [ ] No [ ]

Many thanks in advance for a Yes or No to Question A) and B).

Thank you.

Ps- I will call you right now to confirm that I have sent this email.

Warm Regards,  
Monte Elissa

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R [REDACTED]

To Monte Elissa

21 Mar 2014

Hi Monte,

Question A - yes

Question B - yes.

Regards,

R [REDACTED]