

[REDACTED] TM

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5th of February ~~2013~~ (2014)

[REDACTED] NSW

Dear [REDACTED],

It is with deep regret, that I inform you that I have contacted the Private Health Insurance Ombudsman regarding an issue that has arisen.

My numerous letters over the years have not been responded to.

The main person I have been recently corresponding with is [REDACTED] - Provider and Claims Compliance Officer.

I do not have confidence in how Group Physiotherapy and Physiotherapy in classes is being managed.

Could you please advise me on how I could get my questions answered ([REDACTED] has them) so I can continue to build upon the strong foundation we I have created and adapt my service as required.

Kindest regards,

Monte Elissa
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