

**My email below to the PHAC seeking assistance. The PHIA reply is below that.**

**They couldn't assist, but referred the case to the PHIO.**

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Dear [REDACTED]

The following is a list of some of the correspondence that has been sent to [REDACTED] with almost no reply. Please note the letters start in March 2005.

My frustration is that:

- A) There has been almost no response to my letters re: group physiotherapy.
- B) Therefore I have not been sent any information regarding any guidelines for group physiotherapy etc
- C) Apparently health funds should have their own guidelines/ policies, but are not sharing them.

I feel it is important to know that I have been in touch with my association (APA) with somewhat success in finding some answers but there are some discrepancies in the process and with the responses I have received. The APA said that there points are "suggestions" only and that each Health Funds have their own guidelines.

I also feel it is important that you know that I have contacted the Private health Fund Ombudsman. There are more details which are not required at the moment. There seems to be a bias towards what is called "class" Physiotherapy compared to what we do which is "Group" Physiotherapy- this is where the individual is assessed and given an individual program.- ie research based.

This current email has been sent, as I am in a need to know situation and want to find out how to get [REDACTED] to provide me with their Group Physiotherapy/ Group Exercise Physiology guidelines and policies A.S.A.P.

I trust my points have been explained enough to understand and that the crafting of this letter has been smooth enough to be able to follow through with- having answers (at the very least, a response) to the letters I have written to [REDACTED].

Monte Elissa  
B.App.Sc. Pthy. M.A.P.A.

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[REDACTED]@[phiac.gov.au](mailto:phiac.gov.au)> 27/02/14 at 4:59 PM

To [Monte Elissa](#) UNCLASSIFIED

Dear Mr Elissa

Thank you for your email of 20 February 2014 in which you identified the difficulties you have experienced getting clarification from some registered private health insurers as to which of your physiotherapy services are eligible for reimbursement under individual insurer policies.

Whilst the Private Health Insurance Administration Council (PHIAC) is not the appropriate regulatory authority to investigate your case, (we regulate the private health insurers to ensure they remain prudentially sound), I have conveyed your concerns to the office of the Private Health Insurance Ombudsman (PHIO). The PHIO's office have confirmed that they will raise your issues with [REDACTED] and advise you of the outcomes of their discussions shortly.

In the interim, if you have not already done so, I can send the PHIO's office the additional material which you provided to PHIAC – but only with your prior permission.

Regards

[REDACTED]  
Director, Industry Policy and Enforcement

Private Health Insurance Administration Council

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