

Date: 9 April 2012

Senate Finance & Public Administration Committees

PO Box 6100

Parliament House

CANBERRA ACT 2600

[fpa.sen@aph.gov.au](mailto:fpa.sen@aph.gov.au)

Subject: Chronic Disease Dental Scheme

Dear Sir / Madam,

I note that I have been the subject of a Medicare Audit. I was notified of this audit last year and would like bring to your kind attention the following:

- I participated in the Chronic Disease Dental Scheme (the Scheme) as part of my social responsibility and at the same time to make myself available for a segment of prospective patient therefore increasing my flow of patients.
- I only heard about the scheme through referrals then I learnt that I have to register myself to be able to process the claims online.
- On my phone inquiry with Medicare, I was told that after I receive the referral from the Physician I have to call Medicare to get a pre-approval before I start any treatment and this is what I did with every patient I have within the Scheme.
- Previously, I used to work at a Victorian country clinic (Morewell, Victoria), in which I used to treat Veteran Affairs patients and health care community voucher patients.
- I have sold my dental practice since 30 June 2010 and joined my family overseas.
- A couple of month after the sale I received an incorrect cheque from Medicare and returned it to Medicare.
- While I am still overseas and I no more have access to the patients' records, after selling the clinic, I received Medicare audit notification dated 20 June 2011 requesting audit of records going back to April 2009, which was impossible for me to chase back within the old clinic as I no more have the direct link with the clinic.
- With the above circumstances Medicare audit could not be a field audit.
- With the Scheme I know that patients have benefited from the scheme and my service, however it only brought me un-necessary inconvenience and ambiguity as to whether Medicare was paying me in full for all the work I have been doing or not as a result of the

lack of proper regular statements and reconciliations sent to me showing any directions, failed claims, paid claims and so forth. This makes it unlikely for me to accept this scheme anymore when I resume working.

I would like to question Medicare modest guidance, routine, regular reporting and notifications sent to me on this scheme during the period selected for the audit until I sold my clinic on 30 June 2010 as I feel I should not be accountable for the ambiguity and lack of clear guidelines at that time. Unfortunately, Medicare helpdesk could not give me the support on the phone or visit my clinic to make the data available in one form or the other.

This is for your kind attention and I look forward to waiving this audit on something that I did in good faith and now it is questioned and yet practically the relevant records are not under my jurisdiction to manage. I would like the Committee to review this information when considering the legislation.

Yours faithfully

Dr Heba Ibrahim

Phone:

Email: