

DENTAL SURGEONS



Dr Imad Mark Eltenn

BDS (SYD). DDS. DPH (Dent) (SYD)

A.B.N 71 062 462 408

Provider No. 202092 1L

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Dear Sir/Madame,

We operate a busy dental surgery in Western Sydney .

we have a lot of patients with dental care plan, we think this is a great Scheme as people never had a good Scheme like this before where they can spend up to \$4250.00 on their teeth.

Most people in western Sydney cannot afford private dental treatment and Westmead Dental Hospital waiting list is over one year. We believe that through the CCDS we have provided great services to eligible people that would never had the opportunity to have.

our only comments about the Scheme that it should be income tested. We heard in the media that there are few dentists reporting the Scheme, our profession and ourselves never supported such fraudulent acts and these dentists should be penalized appropriately and Medicare should be refunded fully the money taken by these dentists fraudulently.

Medicare is in the process of auditing over 400 dentists and they found that over 60% of them did not follow the right administrative way and Medicare may or is asking for full refund of the money paid to all these legitimate services because the administration of the Scheme was not followed according to Medicare requirements (eg. not sending a letter to GP or not giving an itemised quote to patient before treatment)

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This Medicare approach is unfair and this is for the reasons below:

a- we provided genuine services to needy people.

b- we dentists are not being used to Medicare Schemes and we never had government requirements to follow precisely before we administered our services, the only government Scheme we know is Veteran Affairs which is much easier to administer, there is no requirements apart that the Veteran have a valid card that will cover our treatment .A veteran affair card holder comes to the surgery with a card (white gold,..) each colour coded card holder is eligible for certain treatment and if we are not sure we call the Department and they tell us if he is eligible or not. There is no prerequisite administrative work to do before we see a veteran Affairs person unlike Medicare EPC.

c- we dentists have not been informed properly about the Scheme even though Medicare sent us their requirements by mail, one reason for it is political as Kevin Rudd and Julia Guillard Health Ministers informed us in few occasions that they wanted to close the Scheme so this created more confusions that helped us not administering the Scheme properly.

d- the biggest proof that we did not understand the requirements properly and we were confused about them is the high percentage of dentists not complying as over 60% of dentists audited they did minor errors in administering the Scheme (this percentage will most probably reflects on all dentists that used the Scheme) did not comply.

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In conclusion, we provided genuine services to needy people and we believe it is very unfair for Medicare to penalise us for minor errors or administrative non-compliances.

yours Faithfully,

Dr Imad Mark Eltenn

Dr Michelle Romanos

Dr Yvonne El-Zoghbi