

Date 9-11-15

RG do assert that I did receive two units of massage/manual therapy most of the visits at Dr. Rhodes office.

Ako po si RG nagpapatunay na nakatanggap po ako ng 2 units ng masahe sa mga naraniwang bisita ko sa opisina ni Dr. Rhodes.

I also confirm that I did receive traction/roller table therapy many times prior to February 2014 during my visits at Dr. Rhodes office.

Pinatutunayan ko rin po na nakatanggap po ako ng traction/roller therapy sa mga bisita ko sa opisina ni Dr. Rhodes bago February 2014.

Remedious Gngoyon  
Remedious Gngoyon

Witnesses if notary not available

Witness if notary not present

STATE OF FLORIDA  
COUNTY OF DUVAL

On this 11<sup>th</sup> day of September, 2015 before me, appeared the undersigned notary public, personally appeared RG known to me to be the person(s) is/are subscribed to the within instrument and acknowledged that he/she/they executed the same for purpose therein contained.

Deborah S. Wheaton  
Notary Public

\_\_\_\_ Personally known OR



DEBORAH S. WHEATON  
MY COMMISSION # EE 878795  
EXPIRES: May 7, 2017  
Bonded Thru Budget Notary Services

✓ Produced ID - Type of ID FL. D.L.



CHIEF FINANCIAL OFFICER  
JEFF ATWATER  
STATE OF FLORIDA

## SUPPLEMENT TO SUMMARY REPORT

CASE # 14-216

SUBJECT: Interview of RG

DATE: February 27, 2014

REPORTING DETECTIVE: MURPHY

On February 25, 2014, Detective Murphy and Detective Robbins interviewed RG at her residence, 11990 Beach Boulevard, Apt 191, Jacksonville, FL. RG agreed to meet the Detectives at her residence in order to review her billing regarding her automobile accident that occurred on September 10, 2013.

RG said that she was still treating at the office of Doctor RHODES, (OCEAN VIEW HEALTH INC- OVHI). RG maintained a written log of her visits with RHODES and referred to it during the interview.

RG said that she began her treatment with RHODES on September 20, 2013. RG said that her treatments were due to the accident that occurred on September 10, 2013.

RG said that after her accident she went to Attorney Ronald Sholes, 4981 Atlantic Boulevard, Suite 1, Jacksonville, FL 32207. RG said that after she contacted her attorney, RHODES called her.

RG said in the beginning she went to OVHI three (3) times per week and then that changed to two (2) times per week. RG said that OVHI is open Monday, Wednesday and Friday. RG explained that she did not go exactly three (3) days per week. RG said that her last visit at OVHI was February 14, 2013. 1st visit in April 2014

RG said that when she arrives at OVHI for a visit, she signs in. GINGOYON said that she signs a sticker and two forms. The forms are for the treatment that she receives. RG said that she usually prints her name.

RG described her treatments as the following:

- 1) She lies on a bed and there are things that are stuck into her back that feels like needles. (electrical)

FLORIDA DEPARTMENT OF FINANCIAL SERVICES  
Paul Robbins • Detective

Division of Insurance Fraud

921 N. Davis Street, B-149 • Jacksonville, Florida 332209 • Tel. 904-798-4874 • Fax 904-359-2677

Email • [paul.robbins@myfloridacfo.com](mailto:paul.robbins@myfloridacfo.com)

AFFIRMATIVE ACTION • EQUAL OPPORTUNITY EMPLOYER



- 2) Hot packs
- 3) Massage
- 4) She receives an adjustment from Rhodes

RG explained that beginning last week she received a treatment that she never received before. RG was asked if it was a roller table and she said yes. RG said that she received this treatment on February 10, 12 and 14<sup>th</sup>. She further said that this treatment was in addition to the previously described treatments.

RG said that MISSY did the electrical stimulation therapy with her. She further explained that she observed a lot of people working at OVHI and that they would come and go. However, MISSY was the one who has been at OVHI the longest.

RG said that RHODES put her on the roller table. RG said that MISSY put her on the table as well and also a blond haired employee that she did not know.

RG said that after the electrical stimulation, she receives a massage, which is usually done by MISSY. RG said that MISSY concentrates on the injured area. RG said that her massage is 10 to 15 minutes in duration and she receives a massage on each visit.

RG said that she receives the electrical stimulation for about 10 to 15 minutes and adjustment to her neck on each visit.

RG explained that occasionally RHODES pushes a hard object into her back. RG said that she is always with RHODES 30 to 45 minutes on every visit. Occasionally RHODES has someone else assist him with what he is doing.

with me  
~ 10 min  
at most

RG said that she believes that her visit at OVHI is about one (1) hour in length.

RG said that there are different people in the office, at times, that administer the different treatments.

RG said that MISSY did most of the massages but she thinks that a Hispanic lady, possibly CINDY, who also did massages.

RG also thought she recalled a LISA who also worked at OVHI. GINGOYON said that she remembered that LISA put her on electrical stimulation at times when GINGOYON went into OVHI to treat. However, she could not remember the number of times.

RG recognized RHODES, SHARON WEAVER (sister of RHODES), CINDY, LISA, TAMMY, and MISSY.

RG also reviewed the sign in sheets from OVHI and confirmed her signature on each sign in sheet. GINGOYON said that she prints her name each time.

RG explained that the first massage at OVHI was completed by CINDY and RG believed that CINDY gave her at least four (4) massages. RG believed that CINDY got sick and that is why she no longer works at OVHI.

RG also said that SHARON occasionally applies the electrical stimulation to her.

RG said that she always went to OVHI at 4:40 pm, every day that she went for treatment.

RG said that she did not go in December for two (2) weeks because she was out of town.

Rg said that she thought that last week was going to be her last time that she went to OVHI but RHODES told her she had to come back.

*see her note on April 23 2014*

RG also said that she was sent for x-rays and an MRI.

RG said that she never received more treatments than what she explained.

RG said she never received more than 10 to 15 minutes during the massage and it was never done two times or longer than the 15 minutes.

*23 min including pre & post prep time*

RG said that CINDY's massages were only 15 minutes as well.

RG said that she never received her explanation of benefits (EOB). It was discovered that the EOB's actually went to her attorney Sholes. GINGOYON said she has never discussed her EOB's with Sholes.



**FINE TOOTH COMB INVESTIGATIONS, INC**

P.O.Box 61797  
Jacksonville, Fl. 32236  
904-237-5917  
A-9700009

September 11, 2015

**INVESTIGATIVE REPORT**

Re. RG

The task at hand was to interview subject with an interpreter to insure that she understood questions and to read her the report of the DIF investigators allegedly paraphrasing what she told them. Present during this interview was Judy Custudio and Larry Campos who also speak the native language of the subject. After a brief introduction, subject and interpreters chatted to make sure their language skills were compatible and afterwards, everyone agreed they were.

This interview was conducted at the apartment of subject on September 9, 2015 beginning at 5pm EST. It was explained that the reason for the interview was to clear up differences between what was reported in the DIF report and what was signed for and contained in her records at the office of Dr. Rhodes. This meeting's purpose had been cleared by her accident attorney, Brad Stackhouse, and he had advised that he was no longer representing subject as her case had been closed.

Ms. Custudio read and interpreted the DIF report line by line to the subject. At the end of each sentence, subject was asked if that is what she told the DIF detectives and allowed to respond. The following notes were written by the undersigned and read and interpreted to subject for approval of correctness:

1. The report stated that subject had referred to a log during her interview by them. Subject was asked if she had that log and she went looking for it and came back stating she must have thrown it away. Subject further stated that the log only contained dates of visits and the miles to and from Dr Rhodes office. Nothing else.
2. The report stated that she went to office of attorney Ron Sholes . Subject stated she didn't go there but did call his

- office and someone came to her previous address from his office. Subject stated the only time she went to office of Ron Sholes was to pick up her check at closing of case.
3. Subject clarified her visits status by stating that she went to Ocean View Health Inc (OVHI), the office of Dr Rhodes, three times per week for the first two months, then scaled back to twice per week for several months and then down to once per week as her health improved. She stated that she always felt better upon leaving OVHI and was particularly pleased with her treatment there.
  4. She stated that in February, 2014, she was down to once per week. The DIF interview was taken late February, 2014. She continued receiving treatment at OVHI after the interview by DIF detectives as she was improving from the treatments.
  5. The DIF report stated she told them she received a new treatment the week before that interview and described it as roller table/traction. received Traction/roller table treatments just 3 times (Feb. 10, 12, & 14, 2014) prior to the date of the interview. The report further stated she had been placed on the roller table by Dr. Rhodes, Missy (Ross) and a blonde employee she couldn't name. Subject was asked to identify who she could remember placing her on that traction/roller table and shown a picture of the one used at OVHI. She agreed that she had been placed on that and was advised that the only blonde employee of OVHI prior to Feb 10, 2014 had been fired in January, 2014. Subject identified the blonde employee from a facebook photo of Tammy Wilson, Missy Ross and a woman she did not recognize (Olga V.) Subject then stated she had been placed on traction/roller table for treatment by Dr. Rhodes, Missy Ross, Tammy Wilson, Sharon Weaver, Cynthia Perez, and possibly by a Lisa (Jackman). Subject was shown numerous forms signed by her starting from her first day at OVHI and showing Traction/roller table treatment performed and signed by Missy Ross and/or Dr Rhodes. She acknowledged that she had been placed on traction/roller table for treatment



many more than the three times in the DIF detectives report and well prior to February, 2014.

6. The DIF report stated Subject told them she received a massage, mostly by Missy, and that those massages lasted 10 to 15 minutes. At this point of this interview, subject was asked if she was wearing a watch and if she could see a clock. Subject answered no to both. Subject was then asked how long this interview had lasted from the time we started and she answered 10 minutes, She was shown my watch showing the correct answer was 27 minutes
7. At the end of that discussion, subject was asked how long since the last time she was asked for time estimate. Subject replied 10 minutes, and then was shown watch showing it had only been 7 minutes. Laughter all around.
8. The DIF report stated she told them she spent 30 to 45 minutes with Dr. Rhodes. Subject clarified that she spent 10 to 15 minutes with Dr. Rhodes receiving manipulations.
9. The DIF report stated Subject told the DIF detectives that her visits for treatment lasted about one hour. Subject stated that her husband had arrived from out of the country in December and she had advised Dr Rhodes that she might be pregnant at which time he discontinued the electrical stimulation treatments. A search for notation in her file did not find that notation but this investigator told he he remembered seeing that notation and found it later. Subject was asked how long this interview had been from the start and stated 30 minutes, She was shown watch showing 47 minutes was correct answer. Laughter all around.
10. Subject was shown the attached form from Dynamic Chiropractic spelling out how units of treatment were calculated and explained that each of the treatment machines at OVHI contained timers and was asked if she remembered the timers being used and ending with a bell ring and she acknowledged she remembered that and that after the bell rang the employees would come and remove her from the treatment device so that she could dress as necessary and proceed to the next event. It was



explained that her treatment time included the time spent preparing her for treatment and cleaning up and dressing afterwards and she agreed that was never explained to her previously. She saw that 23 minutes of treatment and prep and unprep time constituted 2 units of treatment and acknowledged that she had a terrible sense of time and acknowledged she had failed miserably 3 different tests of time during this interview.

11. The DIF report stated Subject told them she signed in each time she visited OVHI and printed her name on the forms every time. Subject was shown forms from OVHI and asked to identify her printed name and signatures on them. On each visit there are two forms that require signatures of patient. Subject was shown 12 visit dates and acknowledged that eight visit dates of them were not her printing but were her signature. The forms for her first visit on 9/20/2013 was not signed by her. Many of the Eight printings of her name were misspelled and easy to identify that it was not her that printed her name.
12. The DIF report stated subject stated Spanish employee (Perez) had given her massage the first visit. Review of records showed Perez was not employed during that time period. Subject was shown the form for that visit which showed Ross had given massage and that traction/Roller table treatment had been performed. Subject correctly noted that that form was not signed by her and not by Dr. Rhodes, but was signed by Ross. Subject stated that Perez had given her about 4 massages and signed forms were found confirming that number. Perez had a massage license that had expired while hospitalized but was allowed to continue giving massages because she had the training and was supervised by Dr Rhodes at OVHI.
13. The DIF report stated Subject told the detectives she did not visit for two weeks in December 2013 as she was out of town. During this interview using facts easily obtained, subject acknowledged her signature regularly on OVHI visit forms all during December up to and including Dec 23, 2013 and then starting again on January 3, 2014.

14. Subject stated that the DIF detectives omitted that she told them that she felt better each time she departed OVHI.
15. Subject stated that the DIF report omitted to report that she was very happy with treatment she received at OVHI and that Dr Rhodes always very nice to her.
16. Subject stated the DIF report failed to report she asked why the interview was going on and was told by the Detectives that patients had complained.
17. Subject stated the DIF report omitted that she told the detectives she was surprised by the questioning.

At this point a prepared one page document was shown to subject and read to her by the interpreter. Notary Debra Wheaton arrived and it was altered and initialed by Subject and then signed in the presence of both interpreters and notarized. The interview was concluded at 7:05 pm and all visitors departed.

David Hodges, P.I., F.C.I  
Board Certified  
President