



CHIEF FINANCIAL OFFICER
JEFF ATWATER
STATE OF FLORIDA

SUPPLEMENT TO SUMMARY REPORT

CASE # 14-216

SUBJECT: INTERVIEW OF MELISSA ROSS

DATE: FEBRUARY 9, 2014

REPORTING DETECTIVE: ROBBINS

On February 7, 2014, at 1055, Lt. Kevin Jones and Detective Robbins interviewed ROSS at the Panera Bread 12959 Atlantic Blvd, Jacksonville, FL 32225. ROSS' friend, Attorney Nicole Young, was also present.

ROSS said she started with DOCTOR STEVEN RHODES in January 2013. She initially worked filling in as needed.

ROSS said she was referred to RHODES office by her friend K [REDACTED] H [REDACTED]. H [REDACTED] was a patient of RHODES.

ROSS is a Licensed Massage Therapist (LMT) and a Registered Chiropractic Assistant (RCA).

ROSS said she is a 1099 employee.

ROSS said she works Monday, Wednesday and Friday doing mostly manual therapy. She performs massages on Tuesday.

ROSS said she has around seventeen (17) patients per day.

ROSS said from January-October 2013 she was mainly doing massage and manual therapy on patients. ROSS said from November 2013-February 6, 2014 she also worked the front office scheduling patients, answering the phones and logging in payments. ROSS said she

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never performed any billing. ROSS said the billing was handled by an outside billing company.

ROSS said there were two billing companies.

1.) E.J.TUCKER

2.) EVELYN RIVERA

ROSS said that EVELYN is doing all of the new billing and JOYCE of E.J.TUCKER is completing the previous billing.

ROSS said around August 2013 JOYCE was questioning why ROSS' patient forms were different then RHODES' forms in reference to the amount of time billed for treating the patient.

ROSS said she felt that JOYCE was accusing her of improperly completing her required patient form.

ROSS said in January 2014 RHODES was setting aside all Medicare bills for R [REDACTED].

ROSS was asked about O [REDACTED] V [REDACTED]. ROSS said she has only performed one (1) full massage on V [REDACTED]. She said the remainder of the treatment was manual therapy/trigger point therapy.

ROSS said V [REDACTED] complained about the insurance company being billed for treatment V [REDACTED] did not receive.

ROSS was asked about the two forms V [REDACTED] and other patients have to sign prior to being treated. ROSS said she does not know why the two forms have to be signed prior to being treated.

ROSS was asked what happens to the massage therapist form if there was no treatment for massage therapy. ROSS said she would shred the form.

ROSS also said only the automobile patients have to sign both forms before treatment.

ROSS said there has been an increase in automobile patients in the last six (6) months.

ROSS was asked about the names of some automobile patients. ROSS said M [REDACTED] M [REDACTED] – (daughter of RHODES' best friend) and C [REDACTED] B [REDACTED] – (son of CHERRIE of Attorney WINTER's Law Office.

ROSS was asked about how the patient data was maintained. She said there is a "ledger card". She said there is no medical account file or QuickBooks for the office. ROSS said the billing company has the patient account information.

ROSS was questioned about CINDY PEREZ. ROSS said PEREZ has worked for RHODES off and on for eight (8) years. ROSS said in August 2013 PEREZ filled in for her as a LMT while she was on vacation.

ROSS said she asked PEREZ for a copy of her license but PEREZ had no copy of the license because it was delinquent. ROSS said she told RHODES and RHODES said he would "handle it".

ROSS said that PEREZ became full time in December 2013 and she continues to work without a license.

ROSS said that PEREZ works on Monday, Wednesday and Friday performing "manual therapy" on patients.

ROSS said PEREZ has a daughter that comes into the office and she helps out with the front desk and performs some filing.

ROSS said that PEREZ last worked on Monday, February 3, 2014.

ROSS said that PEREZ would have around six (6) to eight (8) patients per day.

ROSS was asked about employee LISA JACKMORE. ROSS said JACKMORE is also a patient.

ROSS said JACKMORE is RHODES housekeeper as well as working in the office. JACKSMORE fills in where needed except therapy procedures.

JACKMORE puts patients on electrical stimulation.

ROSS said JACKMORE does not hold any medical or professional license.

JACKMORE'S [REDACTED] G [REDACTED] is also a patient. ROSS said she has seen G [REDACTED] once since she has worked in the office. ROSS said that G [REDACTED] is a Worker's Compensation case and that [REDACTED] has a "large file". ROSS said the billing is conducted under Worker's Compensation.

ROSS said that on Wednesday, February 5, 2014 JACKMORE was making blank copies of fee slips and backdating the slips to October 2013 for RHODES to sign.

ROSS said RHODES' sister SHARON WEAVER is the office manager and a RCA. WEAVER is part time and fills in when needed.

ROSS said WEAVER is also an automobile patient ROSS said WEAVER signs a "stack" of forms for treatment at one time.

RHODES' and WEAVER'S brother K [REDACTED] R [REDACTED] is a patient. He was a Government employee.

KENNETH has a son named S [REDACTED] R [REDACTED] that works on oil rigs. ROSS said there was treatment being billed for S [REDACTED] while he was possibly working on an oil rig.

ROSS was asked about patients being "comped". ROSS said no automobile patient has to pay a co pay. ROSS also said that around fifty (50) percent of general medical patients are "comped" and do not pay any money out of pocket. She said the insurance is billed for

each one of them. ROSS said this is usually for the “Professional” patients such as Attorneys, Judges and Doctors.

ROSS said there is one worker’s compensation patient that does pay a co pay. The patient is D [REDACTED] B [REDACTED].

ROSS said that JESSICA MOSELEY worked for RHODES for two (2) to three (3) years. MOSELEY left in October 2013 for a full time position with benefits. When she was working for RHODES, MOSELEY worked the front desk, scheduled patients, answered the phone and started patients on therapy. MOSELEY is a RCA.

ROSS said JESSICA is somehow related to WEAVER.

ROSS was asked about TAMMY WILSON. ROSS said WILSON was not only an employee but a patient. ROSS said RHODES said he “politically took care of the problem” when he terminated WILSON for questioning the billing.

ROSS said there is another patient that works in the same building named T [REDACTED] B [REDACTED].

ROSS said there is an automobile patient named N [REDACTED] D [REDACTED] that is a Government employee working in Japan. ROSS said there is possible billing for D [REDACTED] even though he is not in the United States.

ROSS said that RHODES usually only performs three (3) out of five (5) modalities but depending on the insurance company he will circle that he performed four (4) modalities. ROSS said that RHODES will circle four (4) modalities if the insurance company is “Blue Cross”. ROSS said the modalities are as follows:

- 1.) Hydrocollator
- 2.) Electrical Stimulation
- 3.) Traction Table
- 4.) Manual Adjustment
- 5.) Massage/Neuro muscular herapy (manual therapy)

ROSS said there is another Chiropractor named D [REDACTED] that works at a North side clinic. ROSS said there are patient narrative reports that were sent to the office and the reports were copies on RHODES’ letterhead. These reports are completed to be given to the patient’s Attorney.

ROSS said that another Chiropractor that used to work at the office came in for treatment on Wednesday, February 5, 2014. The Doctor is F [REDACTED].

ROSS said another patient named R [REDACTED] W [REDACTED] generates an “abundant” amount of bills. W [REDACTED] is a security officer in the same building of RHODES office.

ROSS said the patient notes (SOAP) used to read "Massage Therapy" on the top of the form. ROSS said she changed the form to read "Manual Therapy".

ROSS said prior to August 2013 she would put the time amount for treatment at fifteen (15) minutes. ROSS said after August 2013 she was told to put thirty (30) minutes as the amount of time for treatment.

ROSS said JOYCE told her that thirty (30) minutes can be billed because of the time it takes before and after the treatment for dressing and discussion.

ROSS said this started after JOYCE was questioning the paperwork.

ROSS said RHODES will treat around thirty (30) patients per day. The treatment is usually ten (10) to fifteen (15) minutes on the table for adjustment and ten (10) to fifteen (15) minutes for electrical stimulation.

ROSS said that all patients do not get treated by her.

ROSS said the office is opened from 12:00 pm to 6:00 pm.

ROSS said as many as six (6) patients can be treated at one time.

ROSS showed me a photo that WEAVER had sent to her via text message. The photo is from February 6, 2014. The photo shows the office with standing water but it is unknown why the office had water damage.

ROSS said that RICHARD BLOOM referred a number of patients to RHODES' office when BLOOM'S office closed around August 2013. BLOOM also treated some of the patients at RHODES' office.

RHODES also discussed, in front of ROSS, that he deserves to be paid. ROSS said RHODES was implying it was okay to over bill for treatment to off set the loss of some claims not being paid.

1250: END OF INTERVIEW

CASE # 14-216

SUBJECT: INTERVIEW OF MELISSA ROSS

DATE: FEBRUARY 14, 2014

REPORTING DETECTIVE: ROBBINS

On February 13, 2014, at 1625, I spoke to ROSS on the phone 904-226-1906.

ROSS said when a patient signs in for treatment on the sign in sheet a small self adhesive sticker is removed and placed on a check-in sheet for that particular day. The check in sheet is maintained in a black binder which is kept in the filing cabinet located behind the front desk. In addition, there are carbon copies of the check-in sheet stored in a front desk drawer.

ROSS also said there is a "travel slip" located on the front of all patient records. When a patient comes in for treatment the travel card is either stamped or hand written that the patient was treated that particular day.

ROSS said the fee slip, massage therapist notes and SOAP notes are maintained in the auto accident patient files. The medical patient files do not maintain all of these documents.

ROSS said the billing company should maintain a copy of all the bills.

ROSS said RHODES told her that the file of A [REDACTED] N [REDACTED] was sent to the billing company of EVELYN RIVERA. ROSS said this is not normal protocol for a file to be sent or maintained by the billing company.

ROSS said she has not seen a file sent to the billing company during her employment.

ROSS said she was told that CINDY PEREZ is supposed to renew her LMT license and come back to the office when ROSS goes out for medical reasons in two weeks.

ROSS said DANELLE WEAVER is no longer working in the office. ROSS said WEAVER sent her a text message that she has resigned.

ROSS said LISA JACKMORE has not been back to the office to work.

ROSS there is a Nurse Practitioner named L [REDACTED] T [REDACTED] of Sunshine Spine & Pain that is in a relationship with RHODES.

ROSS said T [REDACTED] and her daughter are medical patients of RHODES.

ROSS said there were bills for T [REDACTED] in December 2013. ROSS said T [REDACTED] moved to Colorado but she is not sure when. ROSS said that any bills for treatment on T [REDACTED] or her daughter should be looked at to determine if T [REDACTED] was in Colorado during that time.

ROSS said there is a new employee at the front desk named "CHRISTINA". It is unknown if there was any association or relationship with RHODES or SHARON WEAVER prior to her employment.

ROSS said CHRISTINA recently graduated from a Police Academy and is supposed to be seeking employment with the Putnam County Sheriff's Office.

CASE # 14-216

SUBJECT: INTERVIEW OF MELISSA ROSS

DATE: FEBRUARY 21, 2014

REPORTING DETECTIVE: ROBBINS

On February 21, 2014, at 1000, I met with ROSS in the parking lot of Bruster's Ice Cream at 12224 Atlantic Blvd, Jacksonville, FL 32225.

I met with ROSS because she had some daily log sheets to give me.

ROSS pointed out on one sheet which was dated January 25 & 26, 2014 in the date column. The patient name on these two lines is a N [REDACTED] D [REDACTED]. ROSS said this patient was never treated on these two dates so he would have had to sign them ahead of time.

ROSS said D [REDACTED] is also a tenant of RHODES. She said RHODES has four (4) rental units at the beach but tells everyone how he only pays taxes on just one unit.

I asked ROSS about A [REDACTED] N [REDACTED] and she said when he first started treatment he was coming in the office three (3) times a week. N [REDACTED] would come in only one (1) time a week during the middle of his treatment.

ROSS said for the last two (2) weeks N [REDACTED] was coming in the office for treatment three (3) times a week.

ROSS said N [REDACTED] is an auto patient and he receives all of the treatment. N [REDACTED] received electrical stimulation, ultra sound, massage and an adjustment.

ROSS said N [REDACTED] comes n the office in the late afternoon and his treatment last around one (1) hour.

ROSS said T [REDACTED] B [REDACTED] calls himself "the missing link" because he is very hairy. ROSS said B [REDACTED] rarely receives electrical stimulation due to the hair on his back.

ROSS said LISA JACKMORE would receive treatment while at work on Wednesdays in January 2014. JACKMORE'S daughter G [REDACTED] was also a patient.

ROSS said while JESSICA MOSELEY was still working in the office RHODES would have JESSICA create a "master fee slip". ROSS said if a large payment came in on a patient a copy of the fee slip would be made and placed under the "travel card" on the front of the patient's folder. ROSS said RHODES did this so he would know what codes to bill for the next time.

ROSS said that EVELYN RIVERA was originally hired to take over billing for the auto only. RIVERA has since taken over all billing.

ROSS said the office used a "drop box" for on line storage of patient information. ROSS said RIVERA said it was a "HIPAA" violation to use "drop box" for patient information. RIVERA has taken control of the drop box and deleted the files and account.

ROSS said RHODES hired a new LMT that was referred by RIVERA. The LMT is ARLENE. ROSS did not know her last name.

ROSS said that SHARON WEAVER has applied for an RCA license for ARLENE and the front desk employee named CHRISTINA.

ROSS said R [REDACTED] T [REDACTED] is WEAVER'S brother's granddaughter. WEAVER would bring T [REDACTED] to the office when she would come in to work and T [REDACTED] would receive treatment. ROSS said she never saw T [REDACTED] mother in the office.

ROSS gave me some names of former patients that may speak to us:

- 1.) A [REDACTED] J [REDACTED] - [REDACTED]
- 2.) K [REDACTED] H [REDACTED] - [REDACTED]
- 3.) M [REDACTED] J [REDACTED]

ROSS said that J [REDACTED] has not been in the office for about seven (7) months. She said J [REDACTED] confronted RHODES about her billing.

ROSS said JACKMORE has not been back in the office since February 5, 2014. She also said RHODES said he fired CYNTHIS PEREZ and that PEREZ has not been in the office either.

ROSS said the filing cabinet with the auto patients is about eighty (80) percent empty. She said RHODES has been shredding documents but she does not know what they are.

1105: END OF MEETING

CASE # 14-216

SUBJECT: INTERVIEW OF MELISSA ROSS

DATE: FEBRUARY 28, 2014

REPORTING DETECTIVE: ROBBINS

On February 28, 2014, at 1130, I met with ROSS at the Jacksonville Beach Pier parking lot at 503 1st St North, Jacksonville Beach, FL 32250

ROSS said she performs manual therapy on Monday, Wednesday and Friday. She performs massage on Tuesday.

ROSS said H [REDACTED] C [REDACTED] would sometimes receive two (2) units of manual therapy due to his body size.

ROSS said her notes prior to around October 2013 are correct. She said after being confronted by Joyce Tucker about the unit difference between her notes and STEVEN RHODES' notes RHODES told her to make sure her notes on amount of therapy units was the same as his.

ROSS said she started putting the same number of units of therapy to match RHODES' until February 5, 2014 when myself and Detective Murphy came to the office to interview RHODES.

ROSS said since that day she has put the correct number of units on her notes.

ROSS said prior to February 5, 2014 the roller table was used "maybe five (5) times a month, if that".

ROSS said now the table is being used on a regular basis.

ROSS said B [REDACTED] L [REDACTED] should have been receiving roller table therapy but she was not receiving it but RHODES was billing for it.

ROSS said the treatment now consists of the following:

- 1.) Electrical Stimulation
- 2.) Massage/Manual Therapy

3.) Roller Table

4.) Adjustment

ROSS said R [REDACTED] W [REDACTED] has never had ultra sound or traction.

ROSS said G [REDACTED] and S [REDACTED] B [REDACTED] may have had disputes over billing after reviewing the explanation of benefits (EOB).

ROSS said SHARON spoke to S [REDACTED] B [REDACTED] but she does not know the outcome.

ROSS said checks are coming in from the Doctor D [REDACTED] from the Northside Chiropractic office.

1155: END OF INTERVIEW