

Date: April 29, 2008

To: Aetna Credentialing  
151 Farmington Avenue  
Hartford, CT 06156-7182

Regarding: **Recommendation of Eric Mason and Physiotherapy Works**

This is to formally give you my personal recommendation of Eric Mason, PT and his business: Physiotherapy Works, LLC for inclusion into Aetna's network as a preferred provider of Physical Therapy services. This recommendation is based my recent experience with his exceptional competence and my personal results from his services of which I am most satisfied. Some of my reasons are:

Competence: His diagnosis of my condition lead to the appropriate physical therapy that resulted in improved function, mobility, and pain reduction.

Results: He created a program specifically tailored to my needs and he, and his staff, administered this program plan to a successful conclusion.

Location: In times of pain and bodily dysfunction, it is a great convenience to have his services available so close to my home for both time and expense purposes. This is not true for other Aetna providers I have used in the past.

Lower costs: By providing medically necessary physical therapy in a timely manner he has eliminated or postponed more expense medical procedures.

Key medical provider: When pills, operations, surgeries, and other medical procedures provide as much danger from complications as they do from pain abatement, this key provider is strategically available before and after medical procedures to assist in pain management, recuperation, and recovery.

In an age when so many companies don't seem to care about service any more, Physiotherapy Works does everything you claim you do, with a smile. I am one satisfied customer, and will continue to be for years to come. Thank you for your attention to this matter. I sincerely hope this results in the inclusion of Physiotherapy Works into the Aetna vendors as an "in-network" provider.