Excellus

vori health

Virtual physical therapy for back, neck and joint pain with Vori Health

If you have ever had back, joint, or muscle pain, it can have big impacts on your quality of life, so it is important to find the care that is right for you.

When should you seek care?

If you have back, joint, or muscle pain that:

- Is associated with unexplained weight loss, a fever over 102°F, loss of bladder or bowel control, loss of strength or numbness,
- Is persistent or lasts longer than four weeks, or
- Is not relieved by position/posture or is getting worse over time.

Is virtual physical therapy right for me?

Be sure to always consult with your primary care doctor or specialist on what treatment is best for you. If your doctor recommends physical therapy to decrease your pain, virtual physical therapy might be a great option as a flexible way to access care.

This year, Excellus BlueCross BlueShield is offering virtual musculoskeletal (back, neck and joint) health care and physical therapy services to our members. These services are administered by Vori Health, an independent company.

If your doctor is not available, you can set up an appointment with Vori Health for a virtual assessment. Together, you can decide the best next steps to help you start feeling better.



Vori Health is a nationwide specialty medical practice delivering a virtual-first musculoskeletal (MSK) solution to help you get back to your life faster. With Vori Health, you will have access to:



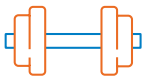
Convenient video visits



Medical evaluation and diagnosis



Non-opioid pain medication and imaging if needed



Personalized treatment including physical therapy and more



Support to help manage pain, regain strength, and enjoy life

How does Vori Health work?

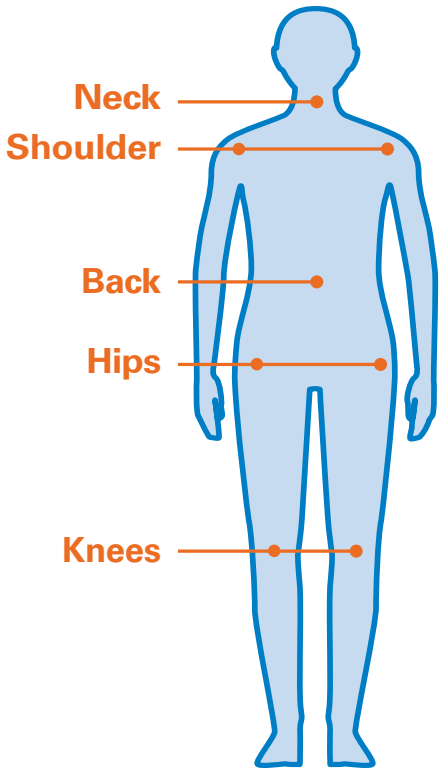
Vori Health works by designing a treatment plan around you. By getting to know you, they can help get you back to living how you want.

1. First, you will have an hour-long initial consultation video visit with doctors and therapists specializing in muscle and joint conditions to capture a 360° view of your health.
2. Next, they will design a personalized treatment plan for you that can include physical therapy, a potential reduction or change in medication, inclusion of nutrition counseling, and/or healthy lifestyle coaching.
3. From here your integrated care team will help support and guide you through your treatment plan to achieve your goals.
4. Your treatment plan and any related exercise videos will be available to you 24 hours a day on the Vori Health website and their mobile app.

Virtual PT visits with Vori Health may be covered in the following ways:

If your doctor's visits are subject to deductible, a telemedicine visit will be covered in full after deductible. If your doctor's visits are a copay with no deductible, your visit will be covered in full.

Here are some of the common areas treated by Vori Health Orthopedic Specialists:



To learn more about virtual options for physical therapy, including Vori Health, log in to your member account at ExcellusBCBS.com/Login.

Excellus Everybody Benefits

Vori Health is an independent company that offers virtual musculoskeletal (back, neck and joint) health care and physical therapy services to Excellus BlueCross BlueShield members. Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association. Our Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-547-7710 (TTY 711).
注意 ：如果您使用繁體中文， 您可以免費獲得語言援助服務 。請致電 1-855-547-7710 (TTY 711) 。

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