



# ***Virtual Physical Therapy and Occupational Therapy***



# The ASHCare™ program improves the Virtual Physical Therapy and Occupational Therapy patient experience.

**It's sensor-free** with access to a Virtual Physical Therapist or Occupational Therapist at every patient session. And it is 30% – 40% less expensive per visit compared to in-network, clinic-based physical therapy and occupational therapy services.<sup>1</sup> Our virtual health program is provided by American Specialty Health (ASH), the nation's largest independent administrator of Physical Therapy, Occupational Therapy, Chiropractic, Acupuncture, and other services covering 51+ million members for 250+ health plans nationally.

## ASHCare Virtual Physical Therapy includes:



**Live Virtual Providers** perform all one-on-one virtual sessions, including the assessment, clinical treatment planning, ongoing and discharge sessions. Virtual Providers are employed by ASH or ASH-contracted providers depending upon state requirements.<sup>2</sup>



**Patients have the option to meet with the same physical or occupational therapist** each time or switch ASHCare Virtual Providers at any time. Sessions are available 80 hours per week, so patients can schedule a convenient appointment.



**Patients communicate with Virtual Providers between sessions via HIPAA-compliant email or phone call.** Virtual Providers maintain communication with patients, encouraging appropriate movement and activity, increasing adherence, and improving recovery.



### Patient-Centered Team:

- **Virtual Providers** care for basic musculoskeletal (MSK) conditions.
- **Medical Physician and Pharmacist** provide quality oversight for our Virtual Therapists and coaches.
- **Clinical Health Coach** provides cognitive behavioral coaching, educational materials, and videos.
- **Well-Being Coach** provides coaching for nutrition, weight control, stress, and related areas.
- **Concierge** provides high-touch patient service support.





**Robust Consumer-Focused Virtual Technology Platform:** Patient-focused website includes synchronous communication platform, Home Exercise Program and recovery content with **2,400+ rehab videos** designed by physical therapists, **12,000+ on-demand exercise videos**, action plans, and other digital tools to support patient recovery.



**Covered Conditions:** Virtual Physical Therapy and Occupational Therapy supports a comprehensive range of physical health conditions. These include musculoskeletal, neurologic (post-acute and higher functioning), internal disorders, pediatric, autoimmune, and amputation.



**ASHCare Virtual Physical Therapy and Occupational Therapy is a clinical program.** Health plans and employers can choose to embed our program in their physical/occupational therapy benefit plans to reduce health care costs and patient out-of-pocket expenses.



**A designated Engagement Specialist** will be assigned to your health plan or employer group as an extension of your team to help ensure program success by focusing on customized campaign development, patient education, and optimal patient engagement.



**The patient's per-session rates are the only fees. No upfront, set-up, enrollment, implementation, or technology fees apply** for the ASHCare Virtual Physical Therapy and Occupational Therapy program. We achieve cost savings by working with Virtual Providers who focus on virtual care only and do not carry the expense of a clinic lease, employees, and other related expense.



**30% - 40% reduction** in per-visit claim costs compared to in-network, clinic-based physical therapy and occupational therapy services.<sup>1</sup>

**Background:** American Specialty Health (ASH) is one of the nation's largest independent administrators of physical therapy, occupational therapy, chiropractic, acupuncture, and other services. Over 60 million members are covered by ASH services via 250+ health plans nationally. ASH has over 118,800 contracted providers nationally including over 74,000 contracted physical therapists and occupational therapists. Member satisfaction for ASH musculoskeletal provider networks is 98%.<sup>3</sup> ASH has over 37 years of experience managing specialty provider networks and is accredited by NCQA and URAC and certified by HITRUST.

ASH also operates one of the nation's largest corporate fitness network programs covering millions of members with 94% average member satisfaction.<sup>4</sup> ASH is projected to post \$970+ million in annual revenue in 2024 and has 1,700+ employees nationally.

**ASH was the first organization to receive the telehealth accreditation from URAC..**



ACCREDITED  
Telehealth

Expires 03/01/2026



CONTACT US FOR MORE INFORMATION

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<sup>1</sup>Based upon internal data comparison of annual claims expense for freestanding physical therapy and occupational therapy locations.

<sup>2</sup>Providers are employed by or contracted providers with American Specialty Health Group, Inc.

<sup>3</sup>2023 independent survey by Consumer Assessment of Healthcare Providers and Systems.

<sup>4</sup>Based on ASH proprietary surveys.

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