



Virtual Physical Therapy & Rehabilitation



The ASHCare™ program improves the Virtual Physical Therapy & Rehabilitation member experience.

It's **sensor-free** with access to a Virtual Physical Therapist or Occupational Therapist at every patient session. And it provides a 32% reduction in claim costs compared to In-Network, clinic-based physical therapy services.¹ 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 49+ million members for 250+ health plans nationally.

ASHCare Virtual Physical Therapy includes:



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



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



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



Patient-Centered Team:

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





Robust Consumer-Focused Virtual Technology Platform: Member-focused website includes synchronous communication platform, Home Exercise Program and recovery content with **2,000+ rehab videos** designed by physical therapists, **9,000+ on-demand exercise videos**, action plans, and other digital tools to support patient recovery.



Covered Conditions: Virtual Physical Therapy & Rehabilitation 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 & Rehabilitation 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 member 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, member 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 & Rehabilitation program. We achieve cost savings by working with Virtual Therapists who focus on virtual care only and do not carry the expense of a clinic lease, employees, and other related expense.



32% reduction in claim costs compared to In-Network, clinic-based physical therapy services.¹

Background: The ASHCare Virtual Physical Therapy & Rehabilitation Program is a product of American Specialty Health (ASH), the nation's largest independent administrator of Physical Therapy, Occupational Therapy, Chiropractic, Acupuncture and other services covering 49+ million members for over 250 health plans nationally with 98% member satisfaction and a 97% client annual revenue retention rate. ASH is accredited by NCQA, URAC, and HITRUST. ASH has over 105,000 contracted providers nationally including over 61,800 contracted physical therapists and occupational therapists. Over one million patients have accessed ASH's physical therapy and occupational therapy contracted providers over the years with 92% of patients surveyed reporting resolution of their primary conditions. ASH also operates one of the nation's largest corporate fitness network programs nationally covering over 5.4 million members with 98% member satisfaction. Our fitness programs contract with over 20,000 fitness centers nationally and provide broad digital capabilities including 12,000+ on-demand exercise videos, digital personal training, and more. ASH will post \$800+ million in annual revenue in 2023 and has 1,700+ employees nationally. ASH is well-known for its ability to provide technology-driven, evidence-based health care programs with exceptionally low pricing.



ASH is the first and only organization to receive the telehealth accreditation from URAC.

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CONTACT US FOR MORE INFORMATION

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¹Based upon comparison to annual claims expense for reference health plans' freestanding physical therapy locations

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

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