



Virtual Physical Therapy & Rehabilitation

Frequently Asked Questions



Thank you for your interest in the **ASHCare™ Virtual Physical Therapy & Rehabilitation** provider network.

Use the QR Code below to view our member experience video.



Here are some **frequently asked questions** about becoming a practitioner in our network and how the program works.

What is the ASHCare Virtual Physical Therapy & Rehabilitation program?

The ASHCare Virtual Physical Therapy & Rehabilitation program enables live physical therapists and occupational therapists with advanced virtual technology to support patient recovery that is high-touch, convenient, and clinically effective.

This innovative program offers a new way of treating certain conditions virtually. The program is different from a traditional in-clinic practice, because it offers a convenient and efficient virtual experience for patients and providers. It also provides a more personal approach than other virtual rehabilitation offerings, because the patient-provider relationship is the core of the program.

Through the program, a select group of providers will perform patient-centered clinical services via a synchronous platform. Providers will conduct evaluations, assign home exercise programs with accompanying videos, provide follow-up instructions, and stay in routine contact with patients between virtual therapy sessions.

What are some characteristics of the ideal participating provider?

We are looking for individuals with excellent rehabilitation skills who understand the changing landscape of physical therapy and occupational therapy, and are looking to build a virtual practice. Candidates should be comfortable with new technology and looking to be part of innovative solutions to provide high quality patient care.

Ideal characteristics include:

- Passionate about treating and connecting with patients
- Understands and believes in the efficacy of virtual care
- Puts the patient-provider relationship at the center to drive clinical outcomes
- Flexible and open to new opportunities that are dynamic and changing
- Entrepreneurial mindset
- Excellent communication skills
- Empathetic
- Sound clinical reasoning
- Comfortable with technology tools
- Self-directed

What makes this opportunity unique?

Our contracted providers have the flexibility and convenience of working from home and managing their own schedule. Unlike a traditional in-clinic practice, you will spend less time with administrative work. And unlike many virtual rehabilitation programs, we keep the patient-provider relationship at the core of treatment. You will communicate directly with patients and manage their cases over the course of their treatment.

What licensing is required?

Rather than operating a large network of providers who are individually licensed in different states, the ASHCare Virtual Physical Therapy & Rehabilitation program features a select group of physical therapists and occupational therapists who are licensed and provide care in multiple states. When you join our program, we will support your efforts to acquire licensing in additional states.

What kind of patients will I see?

Virtual Physical Therapy & Rehabilitation is for patients with a variety of pediatric and adult rehabilitation diagnoses that are amenable to virtual treatment. The Member Concierge will ask a few questions to see if the patient is eligible to participate in Virtual Physical Therapy & Rehabilitation. You will ensure the patient's condition is amenable to virtual services during your evaluation.

How is my schedule managed?

New patients are scheduled by a Member Concierge as part of our virtual member services. The Member Concierge will schedule ASHCare Virtual Physical Therapy & Rehabilitation patients, prepare them for the initial visit, and check benefits and eligibility prior to the appointment. Once care is established, providers will schedule their own patients. The ability to schedule your own follow-up visits allows you to individualize patient care based on clinical evidence.

What are some of the responsibilities for this opportunity?

- Providing high quality, one-on-one therapy services in a virtual environment
- Performing comprehensive evaluations to determine the best approach to manage a variety of musculoskeletal conditions
- Using clinical reasoning and differential diagnosis skills to ensure all patients treated are appropriate to receive virtual rehabilitation, and referring all other cases to the appropriate level of care
- Developing a patient-centered treatment plan that is focused on empowering patients to take an active role in their recovery
- Using a variety of secure, direct communication tools to stay in touch with patients between visits to ensure patients feel supported throughout their experience
- Creating a customized home exercise program using a comprehensive exercise and education tool created by physical therapists
- Documenting all patient encounters using a market-leading electronic medical record (EMR) designed for therapy practice
- Participation in quality management clinical performance systems and streamlined medical necessity review processes where appropriate

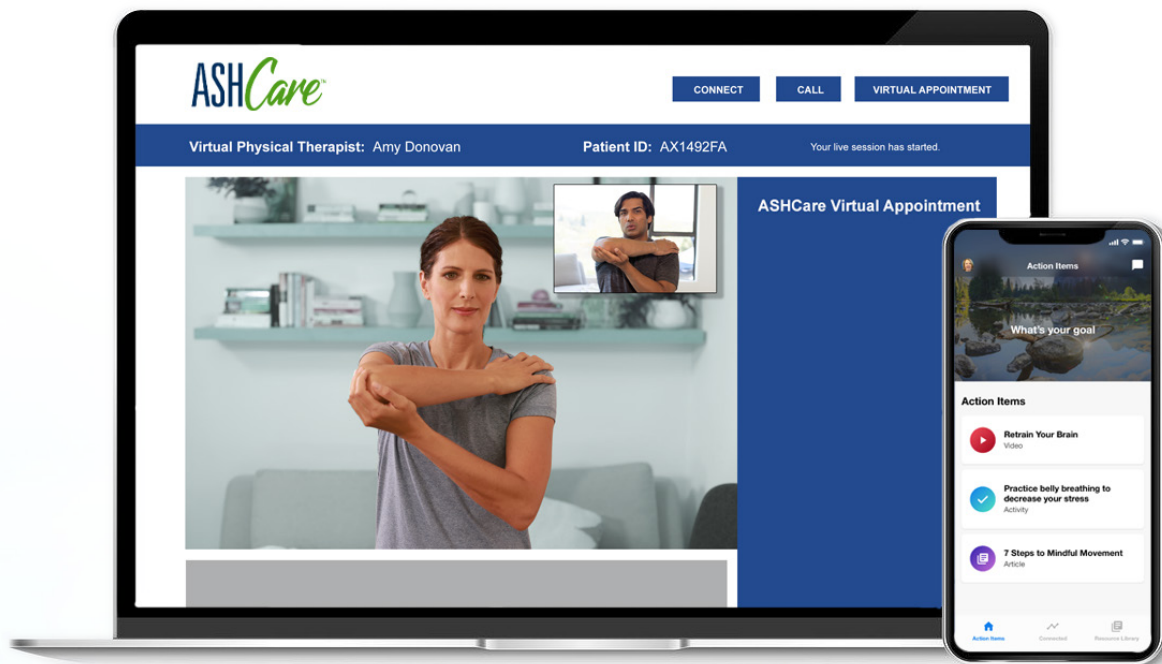
What training and support will be available to me?

Once contracted, you will begin the onboarding process. The initial training process will consist of an in-depth review of the ASHCare Virtual Physical Therapy & Rehabilitation program and our best-practice approach to treatment. You will also receive training on the use of our advanced virtual technology tools.

The goal of our training is to make sure you feel confident providing virtual services in line with the mission of our program. Clinical practice guidelines and clinical policies will be available to help as you begin to see patients. We will also conduct ongoing trainings and update meetings to ensure you remain comfortable with growing knowledge surrounding best practices for telehealth.

Who is American Specialty Health?

American Specialty Health is one of the nation's premier independent and privately-owned specialty health organizations offering technology-enabled benefits management services, including musculoskeletal health provider networks and programs, fitness center networks and exercise programs, and health management solutions for health plans, insurance carriers, consumers, employers, associations, and others.





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