

# Make big moves in musculoskeletal (MSK) management

Musculoskeletal disorders (MSDs) are one of the leading drivers of health care expenses in the U.S. and second highest cost for the health plan. Currently, in-person physical therapy (PT) compliance is a known issue and the lack of follow through creates greater downstream costs and complexity. A review of 2021-2022 health plan data illustrates that, of members facing back pain, 18% only completed one PT visit.\* 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.

## Virtual PT can help:

- **Reduce** unnecessary invasive treatments and trips to the emergency room, resulting in lower overall costs
- **Reduce** absenteeism, resulting in higher work productivity
- **Increase** physical therapy engagement, resulting in better quality of care
- **Increase** ease and speed of access to care, resulting in better compliance with treatment

In 2021,

**\$800 Million**

was spent by the health plan for MSK related costs.\*

(Not inclusive of direct and indirect costs related to workers' compensation)

MSDs accounted for a median of

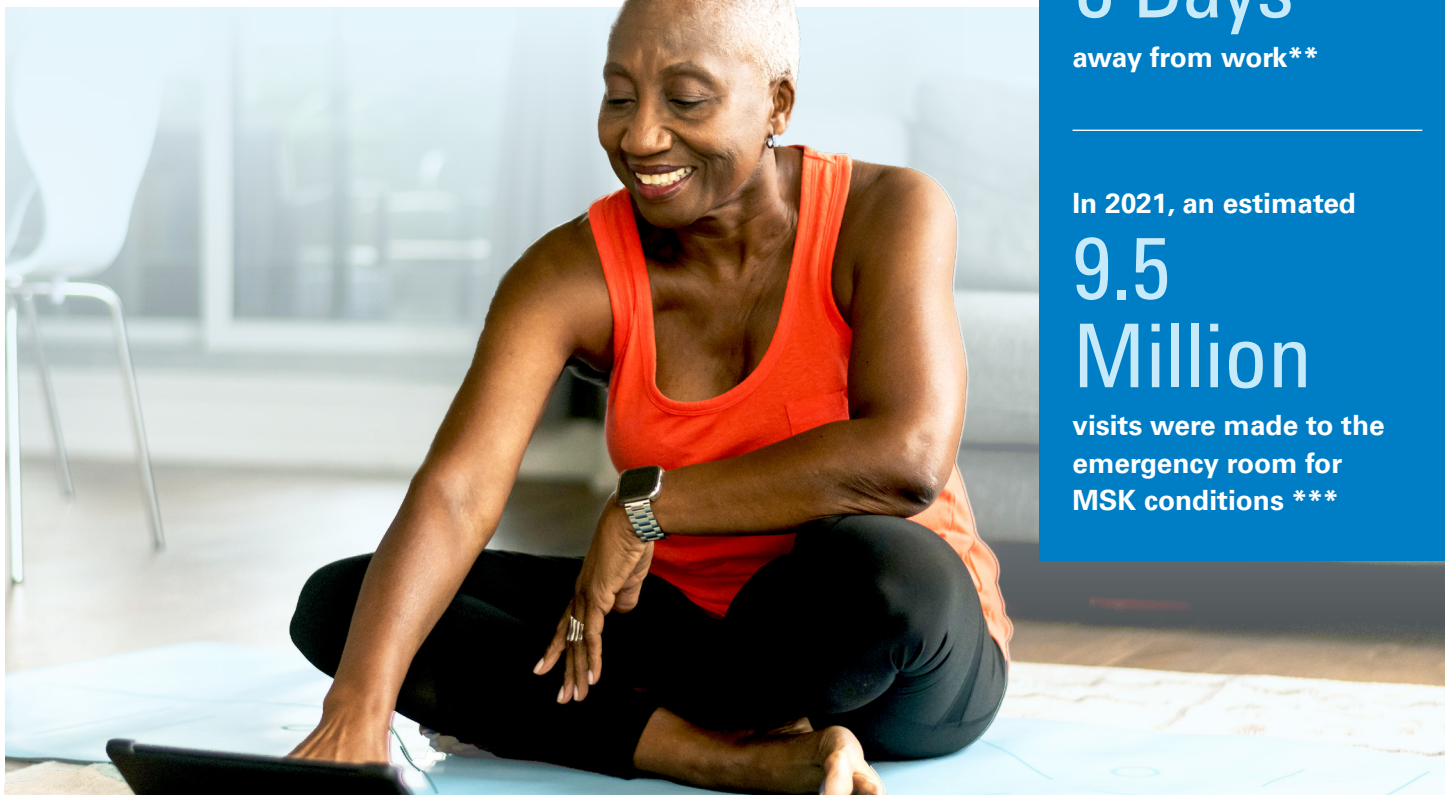
**8 Days**

away from work\*\*

In 2021, an estimated

**9.5 Million**

visits were made to the emergency room for MSK conditions \*\*\*



\* 2021-2022 Health plan data

\*\* "Work-Related Musculoskeletal Disorders and Ergonomics," Centers for Disease Control and Prevention [CDC], 2019.

\*\*\* Estimates of Emergency Department Visits in the United States, 2016-2021, " Centers for Disease Control and Prevention [CDC].

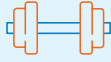
Vori Health is a nationwide specialty medical practice delivering a virtual-first MSK solution to help your employees get back to their lives faster. With **Vori Health**, employees will get access to:



**Convenient video visits**



**Medical evaluation and diagnosis**



**Personalized treatment including physical therapy and more**

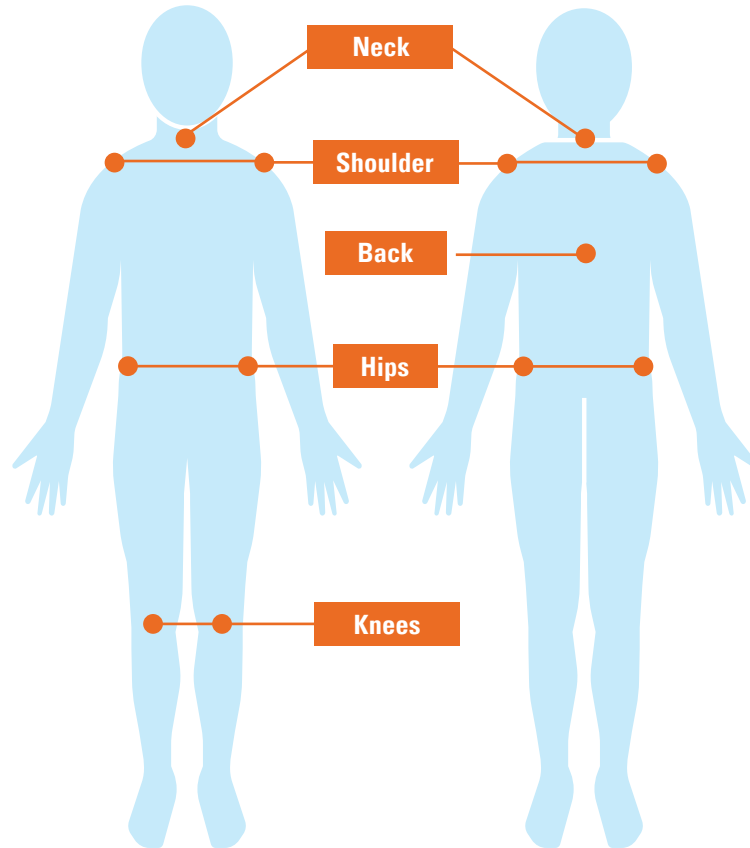


**Non-opioid pain medication and imaging if needed**



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

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



**To learn more about how Vori Health can support your team, talk to your broker or Excellus BlueCross BlueShield Account Manager today.**



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. Embedded for all Fully Insured group plans with the exception of Minimum Premium arrangements. A buy-up option will be available for Minimum Premium and Self-Funded group plans for 1/1/25. 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)。