

07/24/23

FAQs

1. How does Vori Health work?

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

First, you will have an hour-long initial consultation video visit with an Integrated Care Team. We'll capture a 360° view of your health and cover the following:

- How your pain affects your day-to-day life
- Your motivations and goals
- A medical history review
- A comprehensive physical exam and diagnosis
- Discussion of your treatment options, which may include physical therapy, non-opioid pain medication, nutrition counseling, and healthy lifestyle support
- A local referral for any imaging or tests if needed
- Consultation with a physical therapist to discuss home-based exercises and strategies to improve your strength and mobility

Then, we design your personalized treatment plan.

2. What will my treatment plan look like?

Depending on what we learn about you, your goals, and your needs from your initial consultation, our Care Team will provide a plan that may include physical therapy, a reduction or change in medication, nutrition counseling, and healthy lifestyle coaching.

Typically, patients meet virtually with their physical therapist two times per week during the initial stages of the plan. And to help you stick to it and achieve your goals, you'll get the support and guidance of a personal health coach. You can also message your Care Team, including your doctor, at any time.

We'll regularly review your progress together and adjust your treatment plan as needed.

3. Who is on my Care Team?

Your Vori Health Care Team is personalized to your needs and may include board-certified specialty medical doctors, physical therapists, health coaches, and nutritionists.

4. Do I need any special equipment?

No. All that is required is a smartphone, tablet or computer with a camera, and internet access. Vori is easy to use anytime, anywhere—but we're here to help if you need technical support.

5. How long will it take before I see results?

Your plan is designed around your goals, needs, and schedule. It focuses on long-term success to alleviate your pain, build strength, and get you back to doing what you love. Some Vori Health members begin to see and feel changes in as little as a few weeks. Each person's progress differs, but your Care Team will be there every step of the way to help you achieve your goals and live pain free.

6. How much does it cost?

There are no costs for members who are part of the PPO plan. The Health Plan covers this for you plus your spouse/domestic partner and dependents 18+ on your insurance plan.

Members are eligible to receive help with muscle or joint pain through all of Vori Health's services. Get started with your first visit and evaluation with your Vori Care Team if this applies to you.

For members who have selected the high deductible health plan options they are responsible for the cost of the services from Vori.

7. How can I enroll my covered family members?

You will need to create a separate Vori Health account for each individual on your plan, using their name and contact information. Check your benefits to see what ID number they need to use to confirm their eligibility. In most cases, dependents and spouses will have the same ID number as the primary subscriber.

8. How do I get started?

It's easy! [Create an account](#) (link to sign up) and schedule your first visit with your Care Team. Your personalized Care Plan will be delivered directly to your Vori Health account.