



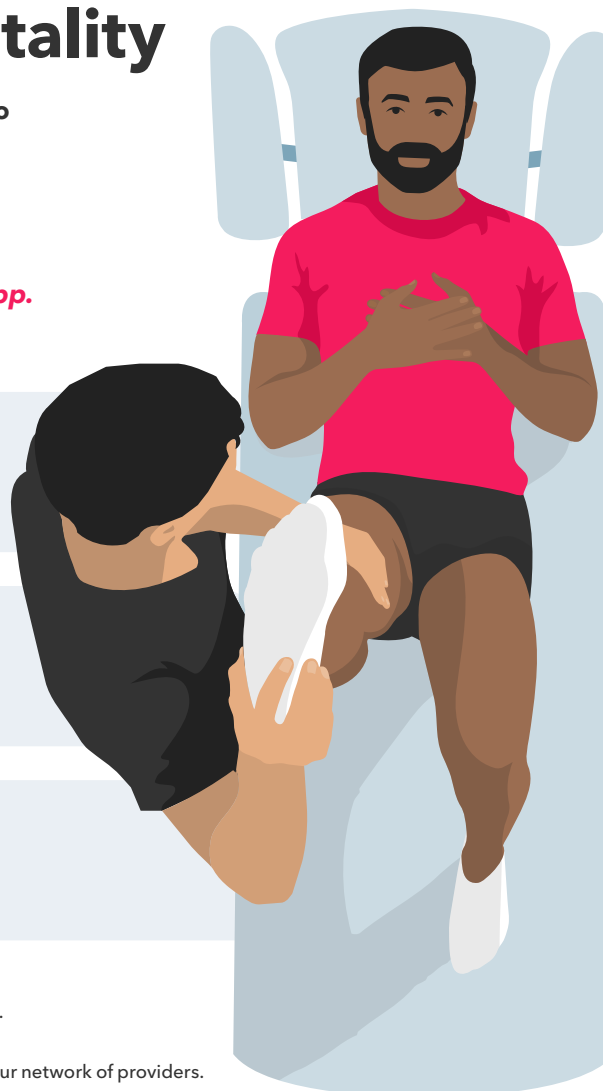
# Priority Physio from Vitality

We want to make it as easy as possible for our members to access physio treatment. That's why we offer this through our Priority Physio network.

*Priority Physio provides an efficient end-to-end physiotherapy service for our members including digital physiotherapy support with the Ascenti Reach app.*

Access in 3 simple steps:

- 1** Call VitalityHealth, login to the Vitality GP app or self-refer via our online Care Hub to authorise physiotherapy treatment.
- 2** Members are fast tracked through to the Priority Physio network for a digital or telephone triage service.
- 3** The triage ensures that members are directed down the most clinically appropriate care pathway.



## Key benefits

**Priority Physio benefits members with access to fast and convenient treatment:**

- Up to six sessions of physiotherapy within our Priority Physio network. To complement face-to-face physiotherapy treatment, you can also have access to 24/7 virtual physiotherapy support through our partner Ascenti Reach. Self-referral process.
- Access to over 5,000 in-network physiotherapists at over 1,700 locations across the UK.
- Priority Physio does not count towards your out-patient limit.

Priority Physio in numbers

Over  
**4,000**  
referrals per month<sup>1</sup>

Access to approximately  
**10K**  
physiotherapists across the UK<sup>2</sup>

1. Monthly referrals are 3,998 across our three partners Ascenti, IPRS and Nuffield.

Source: VitalityHealth data, 2022

2. 9,750 are the number of registered physiotherapists both within and outside of our network of providers.

Source: VitalityHealth data, April 2022

3. Members who do not have Out-patient Cover included on their plan are eligible for six sessions of physiotherapy through our Priority Physio network.



## Using Priority Physio

- Step 1.** Claire has neck pain and uses the Vitality GP app to authorise physiotherapy treatment.
- Step 2.** She's fast tracked to our Priority Physio network and as she has Core Cover with Out Patient Cover, the treatment is covered in full<sup>3</sup>. She receives a telephone triage call the same day/digital assessment.
- Step 3.** From triage, it is recommended that Claire has treatment with a local physiotherapist and gets an appointment within 2 working days.



## Using out of network physio

- Step 1.** Claire has neck pain and visits her GP to get a referral.
- Step 2.** She chooses a physiotherapist that is not on our panel, so we will only pay a maximum of £35 per session subject to any Out-patient Cover limit.
- Step 3.** Claire arranges an appointment with her chosen physiotherapist at a time that's suitable for her.



**Find out more.**

Visit [vitality.co.uk/member](https://www.vitality.co.uk/member) for more details.

