



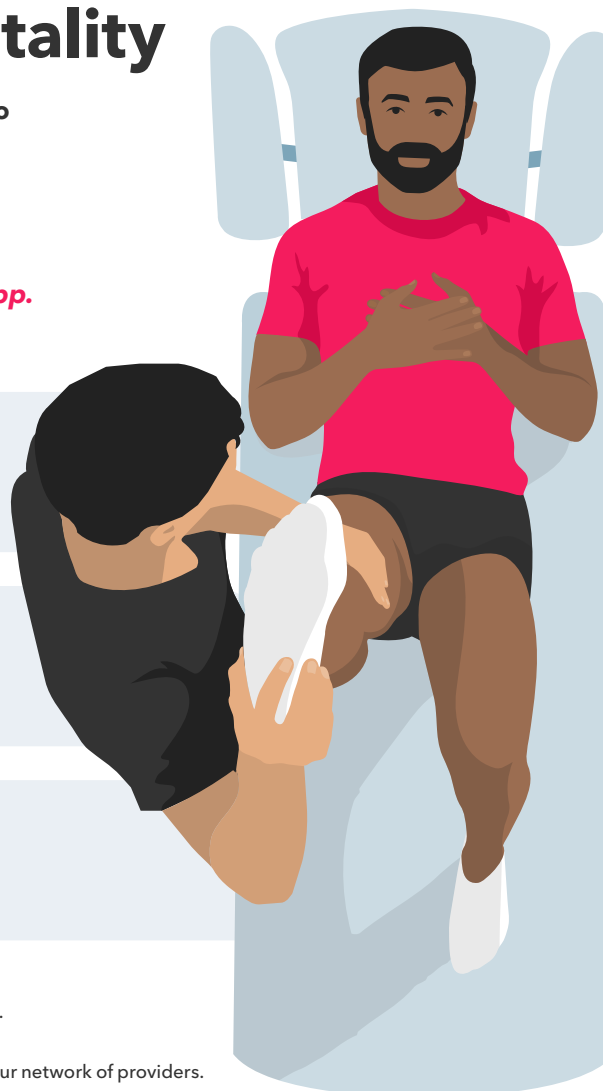
Priority Physio from Vitality

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 compliment 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 month¹

Access to approximately
10K
physiotherapists across the UK²

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 full³. 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.

