

# Virtual physical therapy for back, neck and joint pain



If you have ever had back, neck, or joint pain, you know it can have a big impact on your quality of life. It is important to find the care that is right for you.

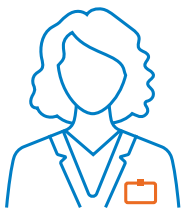


## When to seek care

**Make an appointment to see a doctor if you have pain that:**

- lasts longer than four weeks,
- is not relieved by position/posture or is getting worse over time, or
- is persistent with unexplained weight loss, a fever over 102°F, loss of bladder or bowel control, loss of strength or numbness.

**Together, you and your primary care doctor or specialist – in-person or virtually – can decide the best options to help you start feeling better.**



## Your doctor or specialist may recommend:

- self-care options
- pain relievers (over the counter or prescribed)
- tests such as an x-ray or MRI
- follow-up care with a specialist, physical therapy or a chiropractor

**If physical therapy is recommended, virtual physical therapy may be a flexible option.**

- Some providers offer virtual visits. Our find a doctor tool can help you find participating doctors or specialists based on your plan.

**[ExcellusBCBS.com/FindADoctor](https://ExcellusBCBS.com/FindADoctor)**

- **NEW!** If your doctor is not available, you can schedule a video visit and receive a personal virtual treatment plan with our partner, **Vori Health**.

**Together, you can decide the best options to help you start feeling better.**

## Keep a pain diary

**Keeping a pain diary can help you talk about your pain with your doctor.**



- When did it start?
- Was there an event that caused it (injury, accident, exercise, etc.)?
- What movements or activities make it worse or better?
- How does it feel (achy, dull, sharp, throbbing, etc.)?
- Is your pain constant or does it come and go?
- What have you done at home (anti-inflammatory, ice or heat, rest or stretching, etc.)?

## Know your pain medication

**Talk to your doctor about the best way to treat pain.**

If pain relievers are recommended, ask if over the counter medicine like ibuprofen or naproxen, topical gels or rubs may be helpful.

Discuss the risks and side effects of medication with your provider.

**Prescription opioid painkillers can lead to dependence and addiction even when taken as prescribed.**

*Source: National Institute on Drug Abuse (NIDA)*



**To learn more about Vori Health, log in to your member account.**  
**[ExcellusBCBS.com/Login](https://ExcellusBCBS.com/Login)**

A nonprofit independent licensee of the Blue Cross Blue Shield Association.

Vori Health is an independent company that offers virtual physical therapy and musculoskeletal (back, neck and joint) health care for eligible Excellus BCBS members.

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**Excellus** 

**Everybody Benefits**