

CareFirst Virtual Physical Therapy Member FAQs

CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc., (CareFirst) together with SimpleTherapy¹, are excited to offer a web and app-based physical therapy program that combines exercise therapy, smart technology and a high-touch care team to guide pain-free joint and muscle health.

CareFirst's Virtual Physical Therapy program allows you to easily access care anytime from anywhere and offers choices for the type of support to meet your particular needs including:

- Live 1:1 virtual physical therapy
- Musculoskeletal pain management
- Job-specific injury prevention programs
- Musculoskeletal maintenance, and
- Musculoskeletal prehab/rehab.

Member Experience

How do I access the program?

SimpleTherapy is a web and app-based musculoskeletal platform that you can use on any internet-connected device including smartphones, tablets, laptops and desktops.

You can access the program in three ways:

- Log in to your CareFirst My Account on **carefirst.com/myaccount** and select the Virtual Physical Therapy tile under Featured Resources
- Download the SimpleTherapy app or visit **simpletherapy.com/carefirst**
 - Select employer name
 - Enter name and date of birth

Upon completion of a 2-minute registration and onboarding, you will gain instant and unlimited access to the platform and be introduced to your care team. You will also have 24/7 access to schedule sessions with your coach or clinicians and a personalized care plan tailored to your condition.

¹SimpleTherapy is an independent company that is not affiliated with CareFirst BlueCross BlueShield and does not offer BlueCross BlueShield services.

Who should I contact for questions or support about the Virtual Physical Therapy program?

Please call the dedicated SimpleTherapy customer support line at 800-835-5852.

Is there an app?

Yes. The program can be accessed on any internet-connected device including smartphones, tablets, laptops and desktops. The SimpleTherapy app is available on Apple, Android and Amazon devices.

Do I need equipment?

No special equipment is necessary. Everything you need can be found around your home or office. Before each session begins, you will be told what's needed (e.g., pillow, chair, etc.).

How long does the program take?

For best results, SimpleTherapy clinicians recommended that you participate in SimpleTherapy three times weekly for 15 minutes each session. A recent study completed by Mt. Sinai concluded that ongoing participation in SimpleTherapy sessions led to a progressive decrease in pain.¹ Each member's journey will vary but most begin to see relief in just five sessions.

1. Delgado, D., Salazar, S., Rozaieski, K., Putrino, D., Tabacof, L. (2022) "Engagement in an mHealth guided exercise therapy program is associated with reductions in chronic musculoskeletal pain." Department of Rehabilitation and Human Performance, Ichan School of Medicine at Mt. Sinai. New York, NY.

Can I participate in more than one program?

Yes, you can work in various programs simultaneously.

Can my spouse and family participate in the program?

Yes. All family members 13 years and older covered by your CareFirst medical insurance plan can set up their own SimpleTherapy account. They can do so by logging in through My Account and clicking on the Virtual Physical Therapy program tile, or by downloading the SimpleTherapy app available from the Apple and Android app stores.

How do I connect with the SimpleTherapy Care team?

You can connect with your dedicated care team any time within in the app. There is a tab called "Care Team" where you can see your entire care team and interact with them via Live Chat and schedule appointments for one-on-one video consultations. You can also leave your care team messages anytime through the app. While in-app messaging is the quickest way to contact your care team, you also have ability to connect with them via text and phone. Their contact details are directly visible under the "Care Team" tab.

How can I engage with a physical therapist?

After completing a simple 2-minute questionnaire about your condition, you enroll into the program. Based on your responses, you will be able to schedule a full one-on-one video evaluation with a licensed physical therapist. You will receive a custom care plan, and treatment for conditions. You'll also get ongoing, personal support from a dedicated care team throughout the care journey including the ability to schedule follow-up virtual visits at any time with your physical therapist directly from the app.

Can I choose which physical therapist to connect with?

Yes. You can meet with a physical therapist you have already spoken with or start a conversation with a new physical therapist.

How long does it take to schedule a live physical therapy session?

SimpleTherapy provides individual 1:1 sessions with a physical therapist within 24 to 72 hours.

What does a live physical therapy session cost?

There is no charge for the first two sessions, after that your standard benefits* apply.

*For many members there is no cost-share for live physical therapy (PT) sessions. Members enrolled in a plan with a health savings account (HSA) may have a cost-share until they meet their deductible for that plan year.

What are the steps if I forgot my login credentials or am unable to log in?

- Click the password reset link from the SimpleTherapy app or web browser
- You will receive one email with the password reset link and one with an authentication code
- Click on the link in the password reset email
- Choose your new password and enter authentication code
- Authentication codes are only valid for one hour
- Submit password
- You will receive additional confirmation email after submitting