

November 2024

# Health Highlights



## Accessing physical therapy and other outpatient rehab services

Some members have recently noted a change in the process when accessing rehabilitative therapy services. Your medical benefits administered by Regence cover up to 40 visits for physical therapy and up to 20 visits for speech and occupational therapy combined, per member, per plan year.

Regence utilizes a physical medicine program that is meant to evaluate and ensure these outpatient rehab services are medically necessary, evidence-based and provided by qualified professionals. For members, that means there may now be some pre-authorizations required to access these services. This program is common among many insurance carriers, and providers are responsible for submitting the required information. There is no action needed from members.

If you have questions about the process or believe you are not getting the proper pre-authorizations, please contact Regence Customer Service at 1-800-854-5585 or login to your member portal at [www.regence.com](http://www.regence.com) to use the chat feature.

## Unlimited physical therapy from home

For members who want more physical therapy services, we recommend exploring your virtual physical therapy benefits, available through Hinge Health. With Hinge Health, you'll work with licensed physical therapists to develop a plan to reduce pain, recover from injury and increase mobility, all from the comfort of home.

This unique program is covered at 100% which means no copay and no out-of-pocket costs. There is no pre-authorization required to access Hinge Health and the sessions do not count towards your 40 visits. To get started, visit [hinge.health/soi-join](http://hinge.health/soi-join).

## Buddy up for better health

Finding time for healthy activities during the holidays can be tough, but it's easier to stick to good habits when you've got friends or family by your side.

From Dec. 2 – 15, Regence Empower™ is hosting a challenge for you and a friend, family member or coworker to eat healthy, exercise or volunteer at least 10 of the 14 days. You can take a walk after a holiday meal, meet up for a yoga class or get together to whip up a holiday favorite with a healthy twist. Be sure to track your progress for at least 10 days, and you could be entered to win two TRX suspension trainers!

To join the challenge, login at [www.regence.com](http://www.regence.com) and select *Regence Empower* under *Care Resources*.

## Medicare resources

If you are turning 65 soon and would like more information about your Medicare options, Regence offers several informational sessions throughout the year, both in-person and virtually, to help you navigate the process.

For more information visit [www.regence.com/go/SOI/medicare](http://www.regence.com/go/SOI/medicare) and save the date for the next round of Medicare 101 events.

- **Wednesday, Dec. 18 | Noon MT**  
Microsoft Teams virtual meeting

## Important Insurance Terms

To get the most out of your medical coverage, it's important to understand all the terminology that comes with it. Each month, we'll share important insurance terms so you can start building your insurance vocabulary.

**Network:** The facilities, providers, pharmacies and suppliers your health insurer or plan has contracted with to provide health care services.

Hinge Health is a separate company that provides virtual physical therapy services.