

SELF-REFERRAL FOR PHYSIOTHERAPY

Fast access to cost-effective treatment

Musculoskeletal disorders such as back, neck and muscle pain are a problem for many organisations. With around 1.2 million people in Britain suffering from a work-related musculoskeletal problem¹, it's hardly surprising that more working days are lost as a result of these disorders than any other cause².

Physiotherapy provides a fast and effective way to treat these problems. But ensuring appropriate treatment is delivered quickly is the key to a successful recovery. To enable this, Cigna offers a physiotherapy self-referral pathway, giving fast access to treatment when required.

What is the physiotherapy self-referral pathway?

Our pathway allows members to access treatment directly through our preferred provider Nuffield Health.

With a network of more than 2,000 physiotherapy clinics throughout the UK members can:



see a physiotherapist quickly



get treatment without any delay



choose a time that's convenient for them

By self-referring members can also be assured that they'll receive the most appropriate treatment for their condition. Nuffield Health has identified the most suitable treatment for key conditions based on extensive clinical research.

And, what's more, members can access this service without having to wait for a GP referral.

How does self-referral work?

- › Members simply need to call us on the telephone number listed on their welcome email/letter and let us know they need an appointment.
- › Once authorised, members will be transferred directly to Nuffield Health, where they will be able to book an initial telephone assessment with a senior physiotherapist.
- › If their injury cannot be resolved through self-management, a face-to-face appointment will be booked at a location and time convenient for them.

The benefits of our physiotherapy self-referral pathway

Offering members the option to self-refer to physiotherapy delivers some powerful time and cost benefits.



Saving time

- › Fewer sessions and a faster recovery - members who use our self-referral route complete their treatment plan in around two fewer sessions³.
- › Less time off work for GP appointments.
- › Early intervention can prevent the condition becoming more serious or developing into a chronic condition, keeping employees more comfortable at work.

In total, by using the physiotherapy self-referral pathway, employers could save 52 days waiting time for every employee with a musculoskeletal disorder.

Here's how:



As of early 2016, the average wait to see a GP is predicted to be

14 days⁴.



Once referred by a GP, there's a further 40 days' wait for treatment to start⁵, resulting in a total waiting time of

54 days.



With Cigna's self-referral pathway we can take the call on day one. With treatment starting on average on day two that's a total saving of

52 days.



Saving money

- › Lower costs per session - on average the cost per session is 18% cheaper when compared to the cost of a session referred by a GP to a high street physiotherapist.³
- › More appropriate treatment - 12% of members using this service will be able to self-manage their condition on the basis of advice and exercise provided during their telephone triage call.³

Overall, the benefit of fewer sessions and a lower cost per session means that employers using the physiotherapy self-referral pathway could make a saving of 41% per claimant.

Self-referral physiotherapy pathway in action

The following member case study is from one of the UK's leading building societies.

"We have a long standing relationship with Cigna and one of the things we particularly like is that they come up with solutions to any issues that may arise. So, when we noticed an increase in the number of physiotherapy sessions our employees and scheme members were having, Cigna recommended we use its physiotherapy self-referral benefit.

With this, our employees are directed to Nuffield Health where they receive a telephone assessment to establish if physiotherapy is appropriate. Where it is, it is undertaken in a Nuffield Hospital.

We ran this on a non-mandatory basis for 12 months and during that time we saw a fall in the number of sessions used and a reduction in overall costs. It was so successful that in year two we mandated the use of Nuffield Hospitals for all of our employees and scheme's members seeking treatment, wherever possible.

To support this, and given our size and the fact we have two major centres where our employees are based, Nuffield built two on-site physiotherapy centres for us. This enables our employees to receive treatment on-site, removing the need for them to go off-site.

In all, we're delighted with the advice, solution and results that Cigna has achieved for us."



More about Nuffield Health

Nuffield Health gives members easy access to a large national network of physiotherapy centres. They work with the UK's leading research physiotherapists to develop effective evidence based treatment pathways for all key problems. These pathways are used by all their physiotherapists to make sure that you get consistent care which means the very best treatment outcome.

All their physiotherapists are members of the Health Professional Council and Chartered Society of Physiotherapy, bringing high levels of experience and expertise.

And with around 85% of the UK population within a 15 minute journey time of a Nuffield Health physiotherapist, it's easy and convenient for members to get the treatment they need.

Contact us

If you are an employer looking for more information about our self-referral pathways please contact our Commercial Business Centre on 01475 788779 or CBC@Cigna.com

Members can call us on their helpline number listed on their member pack for approval before committing to any physiotherapist treatment.

Useful link

To find a Nuffield Health physiotherapy facility near you, visit www.nuffieldhealth.com.

Sources:

- 1 http://www.ons.gov.uk/ons/dcp171776_353899.pdf
- 2 <http://www.healthresponse.co.uk/health-response-for-musculoskeletal-injury.htm>
- 3 Analysis based on Outpatient Physiotherapy Paid Claims in 2014
- 4 Pulse Magazine, May 2015, Poll of 700 GPs
- 5 NHS England, Referral to Treatment Waiting Times Data (non-admitted), October 2015

Together, all the way.SM



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