

Care Concierge

Employees and their families can either call/email a phone line/email address dedicated to your organization and receive personalized support, triage recommendations, and high-touch scheduling support with HSS clinicians.



In PsA, even a delay of **6 to 12 months** has been shown to be associated with **joint damage** and poor functional outcomes.

Early PT for acute low back pain may **reduce subsequent health services utilization**, cost, and opioid use, and improve health care efficiency.

8th consecutive Guardian of Excellence Award & 99%ile **'Likelihood to Recommend'** for 52 quarters.

Live answer

- HSS will answer employee questions about physician credentials and expertise, facility offerings and coverage through the employer's insurance plan.

Preferred modality

- HSS will facilitate the next step (self-care, telehealth, or in-person) based on the employee's preference and clinical appropriateness.

Convenient locations

- Employees can be scheduled for both virtual or in-person care in New York, New Jersey, Connecticut, and Florida.

Employer benefits

- HSS will work with your Benefits team to understand your specific health plan and other benefits available. HSS will ensure that employees are scheduled with in-network providers or communicate out-of-network alternatives if needed/appropriate.

Timely

- Your dedicated team is available to respond to employee requests on Monday through Friday between 9:00am and 5:00pm (ET) and will schedule the soonest available clinically appropriate appointment for employees and their dependents.

Pricing

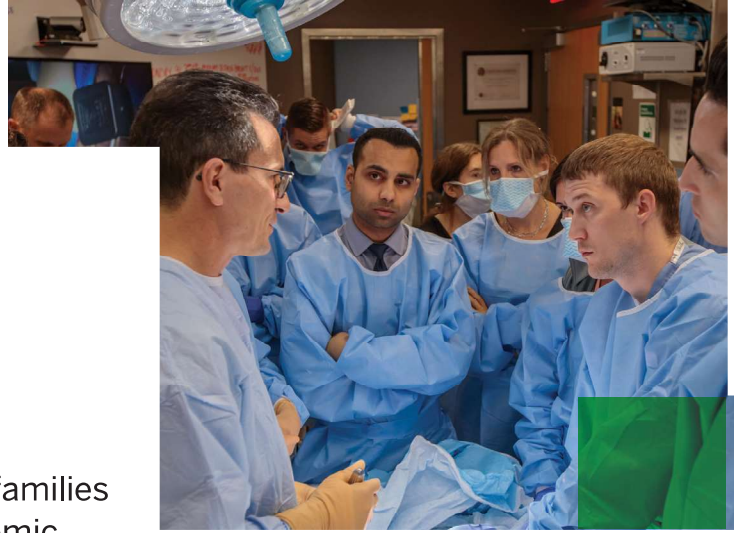
- Complimentary

HSS Perform

Learn more on how HSS Perform can seamlessly fit within the needs of your organization at hss.edu/hss-perform.htm or write to us at Perform@hss.edu.

Center of Excellence

Custom offering for your employees and their families to be treated at HSS, the world's leading academic medical center focused on musculoskeletal health. Offerings range from travel support for those outside the tri-state area (and Florida) and around the world to bundled payments to provide employers increased confidence that their covered lives are receiving superior value.



Lowest episodic cost for hip, knee and spine in NYC for **2 consecutive years**

11 consecutive years of lower hip infection rates compared NYS DOH, Hip Replacement, All Payor, 2018

14 consecutive quarters of lower readmissions rates than the **top 1%** of national hospitals

Travel Support

- HSS provides concierge-style support to your employees and their families who travel to NYC for orthopedic surgery. In addition to ensuring that your appointments are streamlined and scheduled to accommodate your travel plans, we can also recommend our local hotel partners that are experienced in providing guests features often needed by patients with limited mobility and have discounted rates for HSS patients.

Bundled Payments

- HSS is pleased to offer a "60-day episode of care warranty" for total hip, total knee, lumbar and cervical surgeries. The bundle includes all services provided during the surgery including facility, surgeon, anesthesia, radiology, pathology, and specialty consults, among others.

Clinical breadth

- HSS has deeper clinical expertise than any health system in the world including 135+ surgeons and 250+ non-operative physicians

Clinical superiority

- You and your employees will benefit from the highest success rates and lowest complication, infection, revision, and readmission rates for complicated and expensive orthopedic surgeries.

Benefits Integration

- Coordination with your navigator, health plan or third-party administrator and other benefit vendors to provide comprehensive patient-centered care.

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Health Empowerment Tools

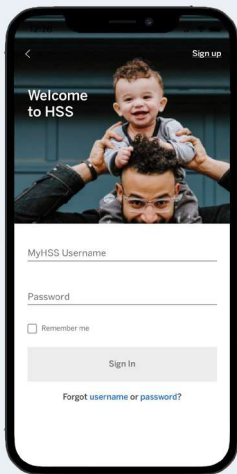


Education and Content

HSS will work with you to provide content such as Wellness & Prevention, Injury Prevention, Fitness & Performance, Ergonomics Assessment and Pre- & Post-Operative Care Education to your employees and their families.

Live Webinars

Conducted by HSS physicians, physical therapists and other clinical experts for an employer population. Webinars are hosted individually for each employer and can include presentations, panel discussions and live demonstrations.



Content Your Way

Employees can access self-guided care and content (articles, tip sheets, recorded webinars) via your own benefits website, as stand-alone material or through MoveBetter. Material can also be co-branded to align with your broader wellness strategy.

MoveBetter

The HSS mobile app is customized for each employer as the primary platform through which employees access HSS' complementary proprietary health & wellness content developed by the top clinicians. Available now on the iPhone App store and Google Play.

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Near-Site Clinic

Enjoy the benefits of an onsite clinic but at an HSS location close to your workplace. In addition to clinician care, HSS locations are also fully equipped with rehabilitation equipment including hydrotherapy pools and gravity-free treadmills, state-of-the-art imaging and other world-class musculoskeletal resources to provide the full spectrum of care.



HSS Ortho Injury Care offers appointments with providers on the same day or usually within 24 hours for patients who need to be seen quickly for diagnosis and care.

Convenience

- With proximity to the employer's office, HSS can offer specially tailored programs for your employees and their families.

Clinical Care

- Services include diagnosis of musculoskeletal issues, digital x-ray, physical therapy, performance nutrition, occupational therapy, among others.

Physician champion

- Your near-site clinic physician is available to lead custom events such as webinars for your employees. In addition, your near-site physician can provide clinical thought leadership to you as an employer to guide your benefits strategy.

Locations

- Manhattan (including Westside, Midtown, Hudson Yards), Brooklyn, Queens, Long Island, Westchester, Stamford, CT, Paramus, NJ and Palm Beach, Florida.

Pricing

- Fees are customized for each employer and determined by factors such as expected utilization, reserved hours (if desired) and your health plan's administrative capabilities. Charges are usually covered through the employer's existing health plan.

Onsite Clinic

HSS provides non-operative physician, operative physician and physical therapy services at your workplace across the tri-state area.



3.2 hours saved in recovery time **per session** using HSS Physical Therapists

Proven long term **outcomes** & value from the #1 in Orthopedic care

25-30% fewer visits on average/episode by onsite HSS PTs vs. community PTs

Physician Services

- Our expert Sports Medicine and Physiatry doctors provide office visits to your employees.

Physical therapy

- Our Physical Therapists provide personalized, real-time care from an advanced-certified physical therapists. The specially trained physical therapists develop individual programs to help employees reach their maximum functional potential. They offer a broad spectrum of manual techniques in tandem with the most up-to-date therapeutic modalities, exercise equipment and treatment approaches.

Physician champion

- In addition to providing musculoskeletal care to your employees, your onsite physician is available to lead custom events such as webinars for your employees. Your onsite physician can also provide clinical thought leadership to you as an employer to guide your benefits strategy.

Productivity

- With the convenience of having HSS clinicians at your workplace, care is provided effectively and efficiently. This leads to increased productivity for employees.

Pricing

- Fees are customized for each employer and determined by factors such as available facility space, expected utilization, provider type and your health plan's administrative capabilities. Charges can often be covered through the employer's existing health plan.

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