

Ayble provider FAQs

What is Ayble?

Ayble Health is a personalized gastrointestinal (GI) care platform available to our members with employer group and MyPriorityHMO plans beginning June 1, 2025. Ayble provides GI-specialized nutrition guidance, behavioral skills training, health coaching and additional care team support to a wide range of digestive health patients. Ayble serves as an extension/enhancement, not a replacement, to the care patients receive from local providers. We're offering Ayble as a helpful option to our patients who want additional support throughout their digestive health journeys, fully coordinated with the care they are receiving from our network providers, and covered through their plan.

How does Ayble work?

Priority Health commercial members can sign up or be referred by a provider at ayblehealth.com/priorityhealth, where they'll be onboarded to create a digestive health plan that complements the care they may already be receiving from a local provider. Resources on the Ayble app and site are free, while any virtual provider visits are subject to standard member cost-sharing according to the terms of their plan. When using Ayble, members can:

- Download the Ayble app on iOS or Android.
- Book a call with their Ayble care team 7am-7pm E.T. Monday-Friday and, 8am-noon on Saturdays; Ayble appointments are available within 24 hours.
- Message with their Ayble care team 24/7.
- Achieve a patient's digestive health goals with a personalized nutrition program, stress management tools, behavioral skill building, and a tracker to monitor their progress.
- Grocery shop according to unique dietary needs with Ayble's grocery scanner.
- Learn more about managing digestive health with fun educational content.

Why is Priority Health offering Ayble as a core benefit?

Digestive diseases impact up to 70 million Americans, roughly twice the number affected by diabetes. We're offering this benefit as a supplemental resource to our members with digestive diseases who need additional support in between their usual appointments. This benefit fills gaps in care for the full breadth of digestive care, including with GI-trained behavioral health specialists and dietitians.

Has Ayble worked with any major provider organizations?

Ayble has collaborated with other providers and academic medical centers like Mayo Clinic, Cleveland Clinic and Northwestern Medicine. They have demonstrated significantly improved outcomes, including a reduction in emergency visits and hospitalizations. Patients enjoy the on-demand nature of Ayble's services when paired with their standard in-person care.

Are there credentialed providers on Ayble's platform?

Yes, Ayble patients will meet with an MD or NP at intake. However, **Ayble does not serve as a second opinion nor as a competing GI service.** Ayble's care teams do not change GI care plans or medications, but rather help patients adhere to those built by our network providers and supplement them with behavioral health support. Ayble helps patients manage day-to-day digestive health symptoms either while they're waiting to see a provider for digestive care or in between regular visits with their existing provider(s). Ayble's care teams can also serve as the provider's "eyes and ears" in between appointments, regularly referring patients back to their provider(s) for routine or emergent care needs. Importantly, each referral includes a clinical summary and suggested triage categories, so you can appropriately manage those referrals.



Want to refer one of your patients to Ayble?

Have them visit ayblehealth.com/priorityhealth to sign up. You can also share this patient flyer with them or send them a portal message using this template.



Need more information about Ayble?

Reach out directly to Ayble at 857.416.9299 or by email at support@ayblehealth.com

How can patients share the progress they're making on Ayble with their providers?

Ayble is designed to be transparent and collaborative. Patients can choose to share their Ayble data with providers by asking a member of the Ayble team to download their information into a handy PDF, or Ayble can securely send this information directly to providers, upon patient request, via secure HIPAA compliant email, e-fax or other system. Ayble's care teams will regularly refer patients back to their provider(s) for routine or emergent care needs, and each referral includes a clinical summary, so you have context for the needs.

When will patients be referred back to their local in-person provider?

Typical referrals back to a patient's provider may be connected to potential issues with medication efficacy, adherence or side effects, escalation in symptoms, increased behavioral health concerns and other scenarios where coordinated care is required. A clinic-to-clinic touchpoint call can be scheduled with the Ayble care team, if desired.

What data does Ayble share about my patients?

Ayble typically shares the following information about a patient:

- Patient information, brief synopsis of symptoms and reason for visit
- Ayble care plan/recommendations and progress the patient has made on Ayble
- Notes and recommendations from the referring provider
- Relevant patient-reported outcomes
- Other information as needed

How do I know if Ayble is appropriate for a patient?

Ayble is designed to help patients manage most digestive health symptoms and diagnosed digestive conditions, for adults 18 years or older. Ayble is well suited to supplement our network providers' care plans for patients with IBS, IBD, GERD/reflux, functional bowel issues, chronic constipation, abdominal pain, chronic diarrhea and a wide range of other diagnoses/symptoms. Refer your patient to ayblehealth.com/priorityhealth to sign up.

What are Ayble's top diagnosis categories and CPT codes billed?

Top diagnosis categories include:

- Irritable bowel syndrome (IBS)
- Inflammatory bowel disease (IBD)
- Gastroesophageal reflux
- Chronic constipation
- Chronic diarrhea
- Lactose intolerance, celiac
- Diverticular disease
- Peptic ulcer disease
- Gastroenteritis
- General GI signs/symptoms like nausea, vomiting, abdominal pain, flatulence, bloating, etc.

The most common CPT codes billed by Ayble include:

- **99203, 99204** and **99205** for new patient evaluation and management
- **99212, 99213, 99214** and **99215** for established patients
- **99426** and **99427** for principal care management
- **99605, 99606** and **99607** for medication therapy management
- **98980** and **98981** for remote therapeutic management

How much does Ayble cost?

Ayble is covered by Priority Health for members with employer group and MyPriorityHMO health plans. Ayble provider appointments will be billed as an in-network visit, with appropriate telehealth/virtual copays applied. Out-of-pocket costs may vary based on plan benefit details. When patients create an Ayble account, Ayble will gather their plan details, inform them if their plan covers Ayble and take care of the rest.

How are prescriptions and tests handled?

Ayble's care team will collaborate with a local prescribing provider for all pharmacy needs. Ayble providers may order routine tests to guide and customize a patient's care plans. Results will be shared as part of Ayble's ongoing collaborative communication with you.

What if members don't have a local gastroenterologist or other necessary providers?

If a member using Ayble doesn't have a local care team, Ayble will work with the member to find in-network PCPs and specialists, should they need that kind of support.