

Program Overview

Hinge Health offers a complete Digital MSK Clinic™ with dedicated programs for everybody and every body part. Each program is designed to meet the unique needs of the member—from prevention, to acute, chronic and pre/post surgery care. When needed, programs include PT video visits, specialists, health coaches, and advanced technology.

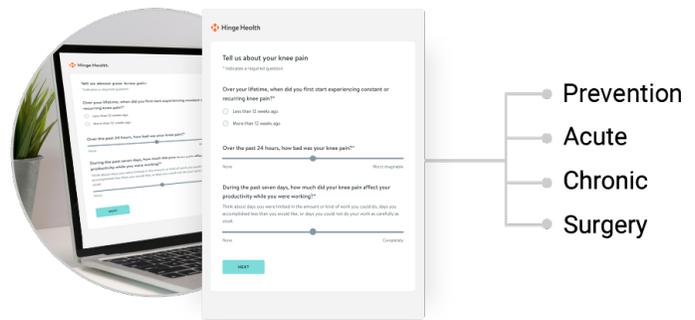
Member Experience

To best assess the member’s care needs, the member first fills out Hinge Health’s online clinical screener.

This information allows Hinge Health to match the member with the right program.

Assessment
Simple online clinical screener

Prevention
Matched with the right program



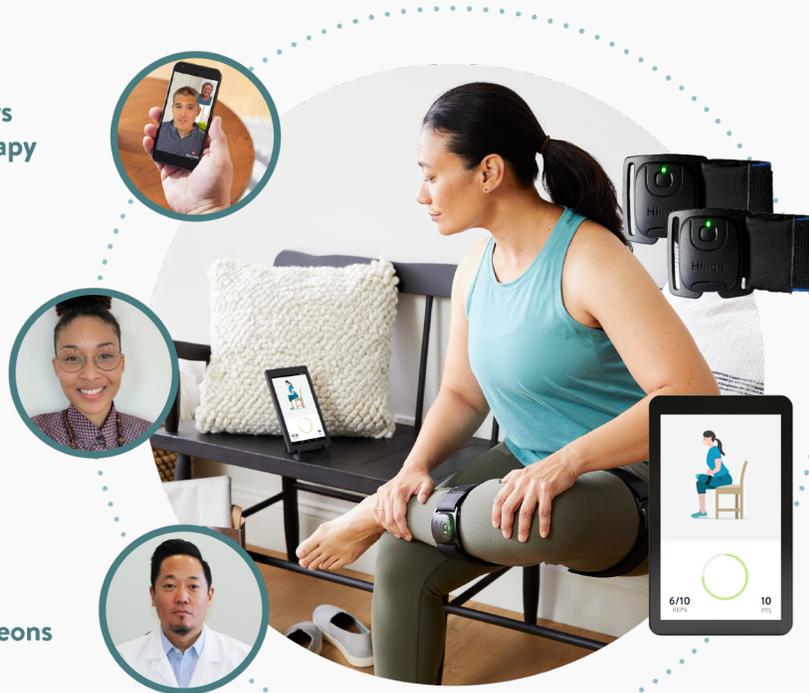
Hinge Health Clinical Care Model

Addresses each member’s physical and behavioral needs by combining a clinical care team and advanced technology.

Licensed Doctors of Physical Therapy

Board-certified health coaches

Physicians and orthopedic surgeons



Advanced motion sensors

All-in-one app experience

When to refer to Hinge Health

The below is a guide to help identify when a referral to Hinge Health may be appropriate. If the member mentions any of the referral trigger words listed below, introduce the member to the Hinge Health Digital MSK Clinic and assist them in connecting with Hinge Health.

*Referral trigger words

- Arthroscopy, back pain, behavior change, chronic pain, discectomy, ergonomics, exercise therapy, flexibility
- Healthy habit formation, hip pain, hip replacement, injury, injury prevention, knee pain, lifestyle, medicine, neck pain
- Pre-op, preventative health, post-op, rehabilitation, rotator cuff surgery, shoulder pain, spinal fusion, sprain, strain, strength
- Total knee replacement, wellbeing, wellness, whiplash



*This is not an exhaustive list of conditions or procedures that identify applicability for the Hinge Health programs. If you think a member could benefit from Hinge Health, please direct them to hingehealth.com/prism-benefit.

Connecting a member to Hinge Health

1. Tell them a little about the program

“Hinge Health is a completely free health benefit provided by your employer that delivers everything you need to conquer your back, knee, neck, hip, or shoulder pain from your home! You can visit www.hingehealth.com/prism-benefit to begin the application process. They will ask you about your pain and other medical conditions to place you in the right program.”

2. Encourage them to apply at www.hingehealth.com/prism-benefit

3. If they have additional questions, suggest they reach out to hello@hingehealth.com or call (855) 902-2777.

4. If you have a member on the line who wants to talk to Hinge Health, call (855) 902-2777 with the member on the line to facilitate a warm transfer.

We look forward to partnering with you on behalf of PRISM members to help drive awareness and utilization across their benefits ecosystem.

hingehealth.com/prism-benefit