

Solving MSK

March 23, 2022



01

Program overview

Different members need different care

No two MSK journeys are the same



Prevention:
At risk



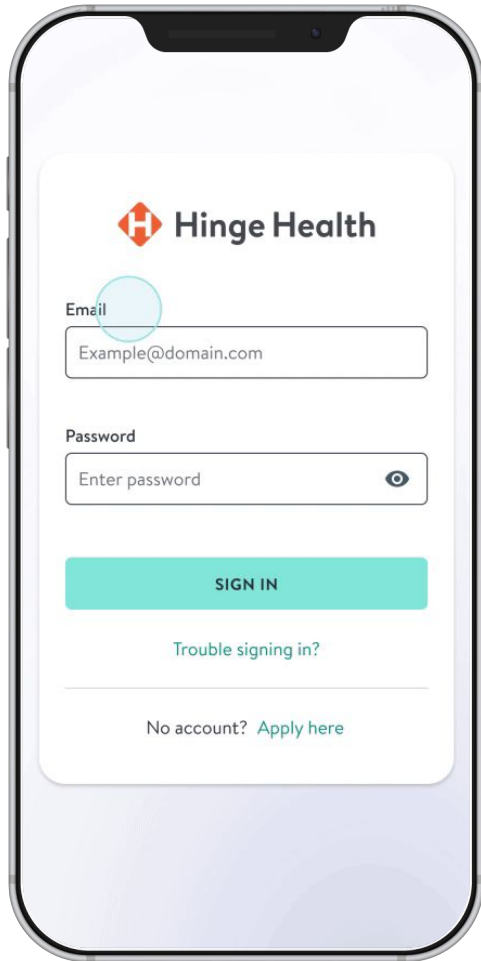
Acute:
Recent injuries



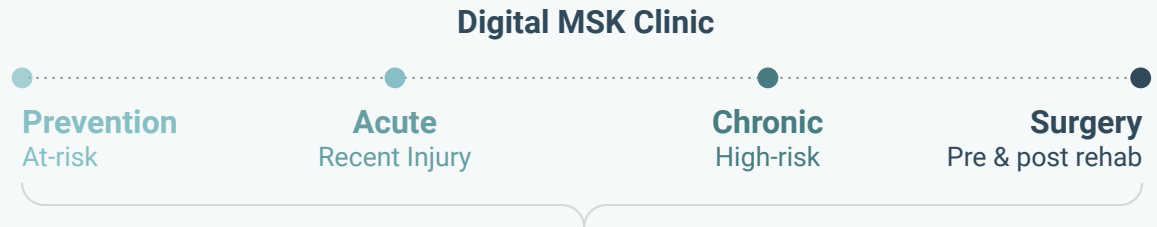
Chronic:
High risk



Surgery:
Pre and post rehab



Comprehensive and tailored MSK programs in the palm of your hand



Supporting our partners and members with

Complete clinical team

Physical therapist,
health coaches,
physicians,
surgeons

Comprehensive technology

Motion sensors,
computer vision,
Enso wearable for
pain relief

Connected care

HingeConnect,
Integrated EMR data,
Real-time interventions,
expert medical opinion

Support members with a high-touch care team



**Licensed doctors
of physical therapy**

**Focuses
on physical recovery**



**Board-certified
health coaches**

**Supports
behavior change**



**Physicians and
orthopedic surgeons**

**Provides
clinical oversight**

500+ Full-time clinical care team members

02

Member experience and referrals

Engaging members—right care, right time

Our 3 simple steps enroll

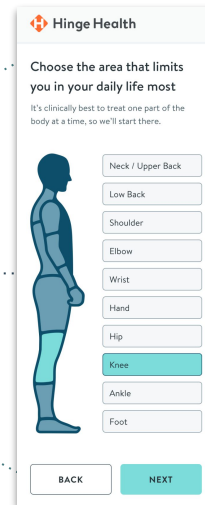
Awareness

Multi-channel program



Assessment

Simple online clinical screener



Hinge Health

Choose the area that limits you in your daily life most

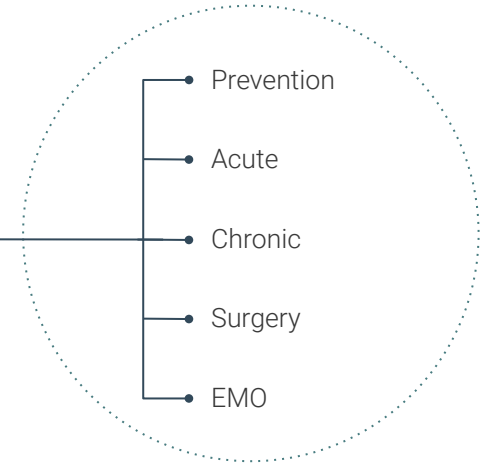
It's clinically best to treat one part of the body at a time, so we'll start there.

- Neck / Upper Back
- Low Back
- Shoulder
- Elbow
- Wrist
- Hand
- Hip
- Knee
- Ankle
- Foot

BACK NEXT

Enrollment

Matched with the right program



Application Process

1. Apply

- Visit www.hingehealth.com/prismcares
- Fill out questionnaire
- Expect a follow-up email within 24-48 hours

2. Program Acceptance

- Receive welcome message from Hinge Health

3. Receive kit or Download app

- Login to the app and begin the Hinge Health program

Eligibility: Provided at no cost for all employees and dependents 18+ enrolled in an Anthem or Blue Cross Blue Shield of California medical plan through PRISM.



Referrals and Next Steps

Referrals:

1. Direct them to hingehealth.com/prismcares to apply
2. If they have additional questions, encourage them to reach out to hello@hingehealth.com or call **(855) 902-2777**

Important Dates:

1. **March 29:** Program overview webinar for employees (registration link available [here](#))
2. **April 1-8:** Announce program internally via email/newsletter
3. **April 11:** Launch announcement to all PRISM members (emails and home mailers)

How Hinge Health can help:

1. Supply email/newsletter copy- new benefit announcement
2. Send flyers/posters for high traffic offices
3. HR Toolkit:
hingehealth.com/prismtoolkit
 - Program overview video
 - Manager talking points
 - Referral document

03

FAQ

FAQs

Question	Answer
How much does the program cost?	Provided at no cost for all members, pre-65 retirees, and dependents 18+ enrolled in an Anthem or Blue Cross Blue Shield of California medical plan through PRISM (includes EPO, PPO, and HDHPs).
What should I do before my intro coaching call or PT session?	You will receive text or email communication on what to do in preparation for your first call with your dedicated health coach or PT. Depending on which program you are enrolled in, this may include completing an exercise therapy session in the app, reading an education article, or simply thinking of questions to ask your coach or PT on the call.
What is a health coach and how can they help me?	A health coach is an accountability partner. They will work 1:1 with you throughout the Chronic and Surgery programs to help you create and stick with your goals. You will have monthly calls with them and they will check-in with you each week.
Can I do a program for more than one body part/joint at a time?	Participants are unable to do multiple programs simultaneously. We recommend starting by completing the online screener based on the body part with the most pain. You are able to work with your health coach and PT to determine when you the best time is to move on to a program for a different joint/body part
What if my doctor has told me that I can't do specific movements?	Our programs are designed to meet you where you are, so no matter where you land on your MSK pain journey, we can help. PT's and health coaches are able to provide modifications for any non-weight bearing recommendations or movement limitations.
What happens to the tablet and sensors after program completion?	The tablet and wearable sensors that you may receive for the Chronic and Surgery programs do not need to be returned. They are yours to keep.

Feel free to reach out to us at hello@hingehealth.com or to call **(855) 902-2777** if you have additional questions.

Refer eligible PRISM members today

hingehealth.com/prismcares

Questions from members? Refer them to hello@hingehealth.com or call (855) 902-2777.

Eligibility: Employees and dependents 18+ enrolled in an Anthem or Blue Cross Blue Shield of California medical plan through PRISM are eligible.



03

Appendix

What's in the kit

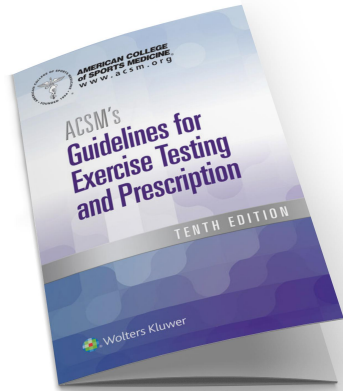
For Chronic and Surgery Programs

- 01 Tablet computer
- 02 2-3 Wearable sensors
- 03 Tablet charger
- 04 Kit case
- 05 Tablet stand
- 06 Y-Cable sensor charger



Conditions requiring Physician approval

Prior to starting program



General Guidelines for acceptance

1. Will the condition be worsened or exacerbated by light intensity exercise? (ACSM Guidelines)
2. Will the condition prevent member from engaging in Hinge Health?

Conditions requiring physician review

- Patient was previously advised to avoid specific exercises
- Surgery last 3–6 months
- Cardiac Disease
- Pregnancy (3rd trimester, high-risk pregnancy)
- Cancer (ongoing chemotherapy, late stage)
- Severe depression or anxiety (GAD7; PHQ9)
- Autoimmune diseases/spondyloarthropathies (e.g. RA)
- Significant trauma in past 3 months
- Osteoporosis
- Underweight (BMI < 18.5)
- Orthopedic
 - Inability to bear weight
 - Knee contractures
 - Fracture within 6 months (esp >50yo)
- Neurologic
 - Numbness/tingling in legs
 - Weakness in legs
 - Bowel or bladder concerns
 - Hx stroke or hemorrhage

Hinge Health's Digital MSK clinic

A only one-stop-shop MSK solution that makes it easy to receive the right care at the right time

	Prevention At risk	Acute Recent injury	Chronic & Surgery High risk
Free expert medical opinion	●	●	●
Custom exercise therapy	●	●	●
Health education	●	●	●
Video visits with dedicated PT		●	●
Board-certified Health coach			●
Free Lenovo tablet			●
Motion technology (wearable sensors and computer vision)			●
Enso pain management device			●

Designed from evidence-based care guidelines:

Stories from Hinge Health

Struggling with joint pain? Meet others who once did, too.

Are you struggling with back, knee, neck and joint pain but aren't sure Hinge Health is the right solution? This webinar is for you.

[Join us on Tuesday, March 29 at 12PM Pacific](#) to hear personal experiences from Hinge Health members—people just like you who have overcome persistent back and joint pain.

3 top reasons you should attend:

- Hear how members used Hinge Health to reduce and take control of their pain
- Get insight into how Hinge Health works and what you can expect from the free program
- Ask members questions during a live Q&A.

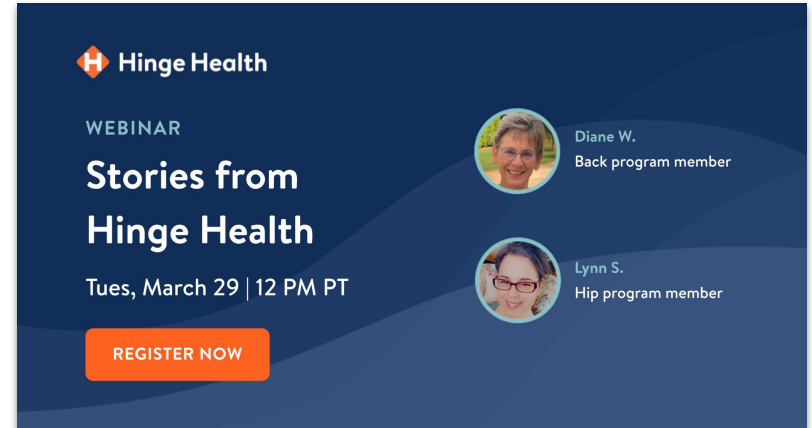
Who will be there:

Diane W, back program member

Lynn S, hip program member

We're excited to host this event and hope to see you there!*

**If you are unable to attend this webinar live, a recording will be available for viewing*



The banner features the Hinge Health logo at the top left. Below it, the word 'WEBINAR' is written in a smaller font. The main title 'Stories from Hinge Health' is prominently displayed in the center. To the right of the title are two circular profile pictures of the speakers, Diane W. and Lynn S., with their names and program affiliations listed next to them. Below the title, the date and time 'Tues, March 29 | 12 PM PT' are shown. At the bottom center, there is an orange button with the text 'REGISTER NOW'.

Hinge Health

WEBINAR

Stories from Hinge Health

Tues, March 29 | 12 PM PT

REGISTER NOW

Diane W.
Back program member

Lynn S.
Hip program member