

# Hinge Health<sup>®</sup> Frequently Asked Questions for HealthSelect<sup>SM</sup> Medical Plan Participants

## What is Hinge Health?

Hinge Health is a digital, physical therapist (PT)-led program delivered remotely, using innovative computer vision technology. Hinge Health offers a range of programs to help you manage complex musculoskeletal (MSK) conditions. Through Hinge Health, eligible HealthSelect<sup>SM</sup> medical plan participants have access to the following features:

- Prevention – Prevent future injury and improve health and wellness
  - Acute – Recover from a specific and/or recent injury
  - Chronic – Treat the physical and behavioral aspects of chronic MSK pain.
- Tailored support is based on your level of pain.

## Who is eligible for the program?

HealthSelect of Texas<sup>®</sup> medical plan participants, including those enrolled in Consumer Directed HealthSelect<sup>SM</sup> or Medicare, who are age 18 and older living in the U.S. are eligible to enroll. Participants with musculoskeletal pain may benefit from participating in the Hinge Health program.

Beginning Sept. 1, 2024, eligible participants will be able to enroll by creating a Hinge Health account and completing an initial evaluation questionnaire.

## Is there a cost to enroll or participate?

No, there is no additional cost to eligible participants. The program is provided to you as a part of your HealthSelect medical plan benefits.

## How do I enroll in the program?

Enrollment information will be available on Sept. 1, 2024, when the program launches. You can visit the [HealthSelect website](#) for enrollment and eligibility details.

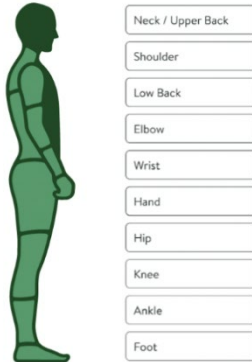
## How long is the program?

Once enrolled, you will have 365 days of access to the Hinge Health program to treat as many MSK conditions as needed. You can maintain access to the program beyond 365 days by re-enrolling after the first year.

## What information do I need to provide in the initial evaluation?

Which area would you like to focus on?

If you have pain in more than one area, we recommend choosing the one that is most challenging for you right now.



First, you will be asked to create a Hinge Health account. Then, you will be led through a series of onscreen questions, starting with which area of the body you would like to focus on. Based on the area of the body you choose to focus on, you will then be asked when your pain began and to describe the severity of your pain.

The evaluation includes questions around:

- how your pain affects your work (if applicable),
- how many hours of work you have missed due to pain (if applicable) and
- describing your pain associated with specific activities related to that body part.

You will be asked to review your recent medical history and advise if you have any medical restrictions, are pregnant, considering surgery, or have been hospitalized for the MSK condition. If you are identified as belonging to one of these categories, further consultation will be provided by the Hinge Health care team. Your care program is tailored to your specific health situation.

At the end of the screening questionnaire, you will be enrolled in the most appropriate program based on your answers. Then, you will be instructed to download the Hinge Health app to get started.

## What do I get when I sign up?

Hinge Health is a digital program, so the most important equipment you'll need is the Hinge Health mobile app. You can download the app for free in the App Store or Google Play Store. The app works on most iPhone iOS and Android smartphones and tablets. Internet connection is required to install, use, and update the Hinge Health app. Participants have the option to opt in to receiving a tablet if they do not have access to compatible device.

Your membership gives you 24/7 access to personalized exercise therapy and education through the Hinge Health app. You will also have a dedicated care team (including a physical therapist) to support you in your program and help you reach your pain relief goals. Depending on the program that suits you best, you may receive additional equipment, such as resistance bands or an Enso device. If your program requires equipment, you'll be prompted to order it in your Hinge Health app after your first session.

## What is an Enso device?

An Enso device is a wireless device that provides high-frequency impulse technology to help participants who struggle with intense pain. The device is Bluetooth-paired and is integrated into the Hinge Health app experience.

### **What languages are available in the app?**

English, Spanish and French-Canadian are available in the mobile app.

### **What languages are supported by Hinge Health physical therapists?**

Hinge Health PTs can support English, Spanish and French-Canadian. Hinge Health can also support over 200 additional languages including American Sign Language via the Language Line.

### **Who do I call if I have questions or need customer support?**

If you have questions about coverage or the eligibility requirements to participate in the Hinge Health program, you can call a Blue Cross and Blue Shield of Texas (BCBSTX) Personal Health Assistant toll-free at **(800) 252-8039 (TTY: 711)** Monday – Friday, 7 a.m. – 7 p.m. and Saturday, 7 a.m. – 3 p.m. CT. If you have questions that are technical in nature, BCBSTX Personal Health Assistants or care management clinicians may transfer you to Hinge Health customer service.

Once the Hinge Health program launches on Sept. 1, 2024, you will also be able to work directly with your Hinge Health care team. Your Hinge Health care team will be able to answer questions related to your Hinge Health care plan and treatment through messaging in the Hinge Health app.