

Hinge HealthTM Frequently Asked Questions for HealthSelectSM Medical Plan Participants

What is Hinge Health?

Hinge Health is a digital, physical therapist (PT)-led program delivered virtually, using innovative computer vision technology. Hinge Health offers a range of programs to help men and women manage musculoskeletal (MSK) pain, as well as a women's pelvic health program (WPH). ([See WPH FAQ on page 5](#)). Through Hinge Health, eligible HealthSelectSM 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[®] medical plan participants, who are age 18 and older, and living in the U.S., including those enrolled in Consumer Directed HealthSelectSM or HealthSelectSM Secondary, administered by BCBSTX, are eligible to enroll in the Hinge Health program. Participants with musculoskeletal pain may benefit from participating in the Hinge Health program. No referral or approval from your primary care provider (PCP) is needed to participate.

Eligible participants can enroll by creating a [Hinge Health](#) account and completing an initial evaluation questionnaire.

Is there a cost to enroll for participate?

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

How do I enroll in the program?

To enroll, visit hinge.health/healthselect.

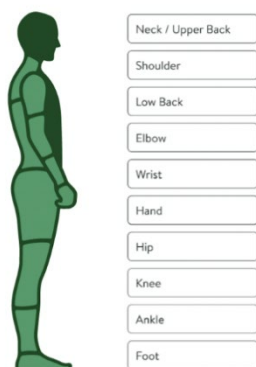
How long is the program?

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.



Once you have created a Hinge Health account, 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 need to participate in Hinge Health?

Hinge Health is a digital program, so you'll need the Hinge Health mobile app. You can download the app for free in the [Apple 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 receive a tablet with the Hinge Health app if they do not have access to a compatible device.

What do I get when I enroll?

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 and health coach) to support you in your program and help you reach your pain relief goals.

What equipment is provided by Hinge Health?

After you enroll in Hinge Health, a welcome kit will be shipped to you within 24-48 hours of acceptance. The welcome kit may include a phone stand and/or a yoga mat.

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 safe, FDA-cleared wearable device that provides high-frequency impulse technology designed to help reduce pain in your muscles. The device is Bluetooth-paired and is integrated into the Hinge Health app experience. Participants can contact their Hinge Health coach or PT in the My Care tab for more information about the Enso device.

Does Hinge Health offer treatment for specific conditions like osteoporosis, osteoarthritis or sciatica?

Yes, Hinge Health may be able to provide suitable treatments for these conditions along with other musculoskeletal issues. Your initial evaluation will help to place you in the appropriate program to manage your condition.

Is it possible to change the treatment focus area after registration?

Yes, participants can contact their Hinge Health care team or PT in the My Care tab of the Hinge Health app to adjust your treatment focus area.

Is it possible to work on multiple areas of pain simultaneously?

Yes, you can work on more than one area after consulting with your Hinge Health physical therapist.

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

How does Hinge Health handle user data and privacy?

Your individual health information is protected and not shared with your employer(s). Hinge Health follows all Health Insurance Portability and Accountability Act (HIPAA) privacy standards.

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

If you have questions about 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 Member Support.

You will also be able to work directly with your Hinge Health care team through the mobile app. 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.

Women's Pelvic Health Program

Is there really no cost to join the women's pelvic health program?

How?

Yes! The Hinge Health women's pelvic health program is covered through your HealthSelect medical plan, so there's no additional cost to you. Get care when you need it—without the burden of copays and other hidden costs.

Who is eligible to join?

This program is designed for women and individuals born with vaginal anatomy. It addresses pelvic floor pain and disorders in all stages of life, particularly during pregnancy, following childbirth and in menopause. HealthSelect of Texas medical plan participants, including those enrolled in Consumer Directed HealthSelect or HealthSelect Secondary, who are age 18 and older living in the U.S. are eligible.

How do I join?

First, you will fill out a questionnaire that takes about 10 minutes. Hinge Health then uses your information to create your account to make sure the women's pelvic health program is a good fit for you. You may not be able to join if your questionnaire is incomplete, or if you are restricted from or need physical support to exercise.

What's expected of me if I join?

Hinge Health asks you to commit to 15 minutes of exercise at least three times a week, but you can always do your exercises every day if you like.

How easy is this program to follow?

This program was designed to be easy to follow and convenient to use! Once you enroll, simply log in to the Hinge Health app and start your exercises right away.

All of the exercises are guided, so you'll always know what to do. Each session should take about 15 minutes or less. If you need help at any point, you can reach out to your care team for support.

What do I need for my exercise sessions?

You'll need the Hinge Health app and a comfortable place to exercise. (Don't worry if it's not the ideal space. It only needs to be practical.) For some exercises you may need to use a chair or lean against a wall for support. When you open the app to begin your exercise session, it will let you know what equipment you'll need.

Who is my care team?

Your care team includes a dedicated physical therapist who will help fine-tune your care plan and conduct virtual physical therapy sessions if needed. Members who are treated for chronic pain (pain that lasts or recurs for three months or longer) get one-on-one coaching and support from a qualified health coach.

What are pelvic floor disorders?

Pelvic floor disorders occur when the pelvic muscles and connective tissues that support the pelvic organs are weakened or injured. Pelvic organ prolapse, bladder control problems (e.g., urinary incontinence), bowel control problems (e.g., fecal incontinence) and pain during intercourse are among the most common disorders. They can occur at any age but are most common during certain life stages, such as pregnancy, postpartum and menopause.

How prevalent are pelvic floor disorders?

One in four women has a pelvic floor disorder (e.g., urinary incontinence, fecal incontinence, pelvic organ prolapse). And, the prevalence increases with age: pelvic floor disorders impact nearly 10% percent of women aged 20 to 39 years, about 26% percent of women aged 40 to 59 years, around 37% percent of women aged 60 to 79 years and 50% percent of women 80 or older².

References

¹⁻² Wu JM, et al. Prevalence and Trends of Symptomatic Pelvic Floor Disorders in U.S. Women. *Obstet Gynecol.* 2014 Jan; 123(1): 141-148.