

# Hinge Health

## Frequently Asked Questions

### Personalized At-Home Joint and Muscle Care Program

Sentara Health Plans has partnered with Hinge Health to offer members access to personalized resources to treat and prevent joint and muscle pain starting July 1, 2025.

#### 1. What does Hinge Health do?

Hinge Health covers the entire range of joint and muscle care needs with dedicated programs and hybrid care. Hinge Health combines advanced technology with the expertise of its clinical care team to align members with personalized care to meet their unique goals and improve their overall quality of life.

#### 2. What type of care does Hinge Health provide?

- **Acute support** – Recover from a specific injury.
- **Chronic support** – Treat the physical and behavioral aspects of chronic joint and muscle care pain.
- **Women's pelvic health support** – Improve pelvic health for women at all stages of life, including pregnancy, postpartum, and menopause, when pelvic disorders are most common.
- **Pre- and post-surgery support** – Support rehabilitation for when surgery is the best course.
- **Prevention support** – Prevent future injury and improve health and wellness.
- **Surgery decision support and high-risk member support** – Care for complex joint and muscle care needs.

#### 3. Who is eligible for Hinge Health?

All fully insured commercial group, Business**EDGE**®, and Individual & Family Plan members are eligible for Hinge Health services and programs. Large self-funded groups can choose to opt-in.

#### 4. How do members access or use this service?

To get started, members sign in to **[sentarahealthplans.com/member](https://sentarahealthplans.com/member)**, open the Sentara Health Plans mobile app, or go directly to the Hinge Health website to create an account. Hinge Health will confirm eligibility, which may take up to a few days.

Members who have existing MSK care claims with Sentara Health Plans will automatically be sent an additional email from Hinge Health confirming their eligibility. After members sign up, they will complete an initial assessment for a care team to determine the appropriate level of care.

#### 5. What is the cost?

This value-added program is free for all fully insured commercial groups, Individual & Family Plan members, and Business**EDGE** groups. Large self-funded groups that choose to opt-in may incur additional program costs.

