

# 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.

#### 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?

Please check with your employer to confirm eligibility.

Members who have existing joint and muscle care claims with Sentara Health Plans will automatically be sent an additional email from Hinge Health to confirm their eligibility. After you sign up, you will complete an initial assessment to determine the appropriate level of care.

#### 4. How is the program delivered to members?

Members have access to live video visits, exercise therapy, educational articles, communication with their full care team, and more—all in one app.

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Coaching is offered via live phone calls, text, emails, and video visits in the Hinge Health mobile app. With this program, members will have access to exercise therapy programs, educational articles, and their health coach.

- Personalized exercise therapy sessions.
- One-on-one access to a dedicated health coach via email, text, phone, or in-app messaging.
- One-on-one joint and muscle care video sessions.
- Personalized educational content weekly.

### 5. What types of exercise therapy activities will members be doing?

Exercise therapy will mainly focus on the member moving their joints. These are simple stretching and strengthening activities.

### 6. How are the exercises customized?

Each member's response captured from the clinical screener is automatically compiled to inform the Hinge Health care team of issues such as injuries, pain medication use, and comorbid conditions so that care plans can be personalized and care is coordinated appropriately.

Members may schedule an initial visit with their care team to perform a physical exam to see the range of motion and any movement patterns that may be problematic.

Members can work with their care team to receive a personalized care plan with recommendations on the exercises and education that will be right for them.

If needed, the member's care plan will be adjusted from their dashboard, which is based on a member's progress, pain level, health log notes, motion tracking data, and care team interventions.

### 7. What is the average exercise session length?

10-15 minutes.

### 8. What is the cost?

This value-added program is free to use for eligible members, and can help to reduce your pain.

### 9. How do I access or use this service?

To get started, sign in to [sentarahealthplans.com/members](https://sentarahealthplans.com/members), open the Sentara Health Plans mobile app, or go directly to the Hinge Health website to create an account and confirm eligibility.

### 10. How soon after I register can I start using the app and the services?

Once you register, Hinge Health will confirm eligibility. This may take up to a few days.

### 11. Who do I contact if I need help?

For questions or assistance, contact Hinge Health at **1-855-902-2777** or member services at the number listed on the back of your member ID card.

