

OMADA FOR JOINT AND MUSCLE HEALTH®

Frequently Asked Questions

What is Omada for Joint & Muscle Health?

Omada for Joint & Muscle Health is a virtual physical therapy program that connects you with your very own dedicated licensed physical therapist* to diagnose and treat your aches and pains—all from your smartphone or tablet. No driving to appointments, no waiting rooms.

What can Omada treat?

From chronic back pain to a sudden neck ache, your physical therapist can diagnose and treat nearly any joint or muscle concerns you have, from head to toe. If you don't have a current joint or muscle issue, we'll help you keep it that way with a self-guided injury prevention plan.

What does my physical therapist do?

Your Omada physical therapist is with you the whole way. They take the time to understand your needs, challenges and goals to create a treatment plan that fits into your life. Making adjustments along the way, your physical therapist will help you stay on track to recovery. With unlimited chats and video calls, you'll get personalized guidance when you need it.

How soon can I meet my physical therapist?

You can meet with your physical therapist **as early as 24 hours from enrollment.**† With traditional physical therapy, you may need to wait weeks.

If you or your adult family members are at risk for type 2 diabetes or heart disease or are living with diabetes, and enrolled in our company health plan, MHC will cover the Omada program as part of your health plan.*

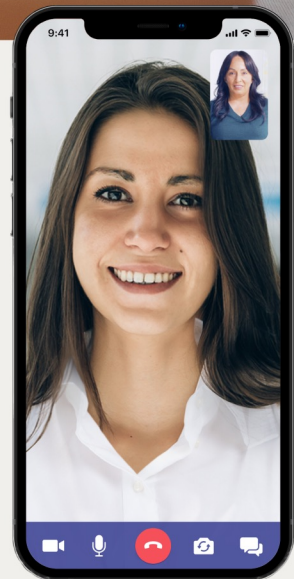


Pain relief
in as little as
10 minutes
a day



What do I get as a member?

- ✓ Dedicated, licensed physical therapist with unlimited video visits*
- ✓ Personalized assessment and treatment plan
- ✓ Free exercise kit* and digital exercise library
- ✓ Tools for a healthy mindset



Licensed physical
therapist

Get Started Today

Scan the code using your mobile device or visit the website below.

omadahealth.com/MHC

How does Omada virtual physical therapy work?

You'll start with a video visit with your physical therapist, who assesses your condition by guiding you through a series of movements using the Omada app.

Your physical therapist will then diagnose the source of your pain or discomfort and create a treatment plan.

Omada's virtual assessment tools provide easy and accurate ways to check your range of motion. It also helps your physical therapist monitor your progress and make adjustments so you have a speedier recovery.



Do I need a referral from my doctor to get started?

Referrals may not be necessary to get started.[†]

How soon can I expect results?

Most people can expect to experience some improvement in the first two weeks, but results depend on your individual conditions and care plans. **9 out of 10 Omada members see improvement in their area of concern throughout their treatment.¹** Your physical therapist will provide a clear recovery timeline aligned with your personalized plan.

Will my information be safe?

Omada takes your personal health information seriously. Your participation and progress in the program is confidential and we follow all federal and state privacy regulations as a healthcare provider. To learn more, please read Omada's Privacy Policy and Terms of Use, and Notice of HIPAA Privacy Practices.

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How do I get started?

Enroll

Complete a 1-minute application, and get a confirmation code. Download the Omada for Joint & Muscle Health app and enter your code.

Tell us about yourself

Have an injury or pain? Schedule your video visit with your physical therapist. **Appointments available as early as 24 hours from enrollment.[†]**

No concerns? You'll get a personalized self-guided injury prevention plan.

Meet your physical therapist

Through a video visit, your physical therapist will assess and diagnose your condition.

Get your treatment plan + exercise kit*

Your physical therapist creates your treatment plan and we'll mail you a free exercise kit, which includes:

- Therapy ball
- Elastic bands
- Door anchor
- Phone stand

Start relieving pain

You will have support every step of the way to help you reach your goals.

Questions?

If you are currently a member, you can email support@omadahealth.com, call (888) 409-8687, or check out our help center articles at support.omadahealth.com.

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¹ Omada internal analysis of member population data, 2018-2021.

* The program features described are specific to the complete version of Omada® for Joint & Muscle Health. Members not experiencing a relevant injury or musculoskeletal condition may instead receive a preventive version of the program, which includes different features and does not include a physical therapist.

† Your home state may require a referral from a physician. Omada can facilitate this with a video visit with a physician, but this may delay your initial physical therapy consultation.