

Program Overview

Hinge Health is a digital care program designed to address chronic low back, knee, or hip pain. Hinge Health digitizes each facet of best-practice, nonoperative preventative care: exercise therapy, education, behavioral support. The program is offered for **free** to UT Select health plan members and dependents.

Each element of the program is delivered entirely digitally:

- **Exercise Therapy:** Improve strength and mobility with tailored stretching/strengthening activities using bluetooth-connected motion sensors and tablet, providing users with real-time feedback.
- **Behavioral Support & Coaching:** 1-on-1 coaching and team support
- **Education:** Each week the member will receive a new article educating them on their condition, treatment options (especially non-surgical options), and dispelling common misconceptions
- At the end of the Core program, members can opt into the Maintain program - where they can continue to engage with the program to keep the healthy habits they formed

Member Experience

Members will learn about the Hinge Health programs through various channels - emails, postcards, flyers, and the UTS internal portal. Here is what a member can expect:

Apply!

1. Visit hingehealth.com/utwellness
2. Set up an account and password to apply
3. Fill out the clinical questionnaire (10-15 minutes)
4. Expect a follow up email within 24-48 hours

Once accepted into the program...

1. Expect a welcome text from their personal health coach, and an introductory coaching call
2. Their kit will arrive within 1-2 weeks (contingent on program start date)

Once their kit arrives...

1. Open the kit and get familiar with the tablet computer and wearable motion sensors
2. Set up WiFi on the tablet computer
3. Log in to the app with their username and password created during the application step
4. Complete the introductory exercise therapy session
5. Engage in the 12-week program!

Security:

Hinge Health is the only digital MSK solution to meet HITRUST CSF, SOC-2 and HIPAA Compliance. Learn all about our security policies at hingehealth.com/security.