

OMADA FOR JOINT & MUSCLE HEALTH®

Frequently Asked Questions

Everything you need to know about getting started with virtual physical therapy.

What is Omada for Joint & Muscle Health?

Omada for Joint & Muscle Health is an easy-to-use virtual program that helps you feel better and move more easily. If you're dealing with everyday aches, stiffness or pain, you'll be matched with a licensed physical therapist who will guide you through a personalized care plan—right from your phone or tablet.*

No referral or in-person visit is needed to get started.†

How does it work?

Customized care plan

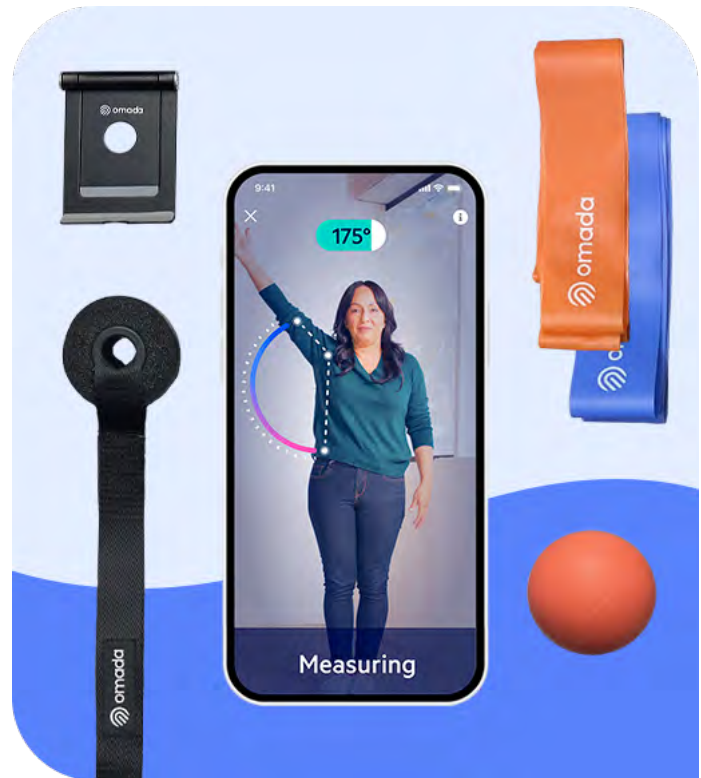
Based on your assessment, your physical therapist will create a tailored care plan that includes exercises and strategies focused on improving your chief area(s) of concern.

Personalized assessment

After you enroll and download the Omada for Joint & Muscle Health app, you can schedule a video visit with your physical therapist as soon as the next day.†* During the visit, they'll listen, evaluate your symptoms and help you understand what's going on.

App-based tools & support

Your care plan includes guided exercises and easy-to-use tools, all in the app. You can schedule unlimited video visits with your physical therapist and message them anytime through in-app chat.



Exercise kit

Omada will ship an exercise kit to your door that includes resistance bands, a door anchor, a phone stand and a massage ball. These physical therapy tools are yours to keep.

Progress tracking

The program allows your therapist to closely monitor your progress and make adjustments to your plan as needed. This ensures you receive care that is specifically tailored to you, helping you reach your goals.

Am I eligible?



Complete a 1-minute application to confirm your eligibility. Scan the QR code using your mobile device or visit:

msk.omadahealth.com/cebt

What conditions do you treat?

From chronic pain management to surgery recovery, Omada for Joint and Muscle Health is designed to address a wide range of issues.

Body parts covered:

- Neck, shoulders, upper back
- Elbows, forearms
- Wrists, hands
- Lower back, hips
- Pelvic floor
- Thighs, knees, shins, calves
- Ankles, feet

Specialized support areas:

- Chronic pain management
- Prenatal and postpartum care
- Pelvic health
- Ergonomics, work-related pain
- Work conditioning, injury prevention
- Surgery navigation
- Multi-condition

How does Omada compare to in-person physical therapy?

Omada for Joint & Muscle Health is as effective as in-person physical therapy, without the hassles of commutes or wait times.

Questions?

You can email support@omadahealth.com, call **(888) 987-8337** or check out our help center articles at support.omadahealth.com

Is there a cost?

If you or your family member (18+ for prevention, diabetes, hypertension programs, 13+ for joint and muscle health) are on a CEBT PPO or EPO medical plan and are eligible for any of the Omada programs offered by CEBT, your membership is covered. Members on HDHP plans may have a small fee for the Omada Joint and Muscle Health program.

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*The program features described are specific to the Recovery and Women's Health versions 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.

‡Virtual physical therapy is only available where it is allowed by law.

Images, including apps, do not reflect real members or information about a specific person.