



# Frequently Asked Questions

To learn more and get started, visit  
[omadahealth.com/premera](https://omadahealth.com/premera)

## Getting Started with Omada® for Joint & Muscle Health

### What is Omada for Joint & Muscle Health?

Omada for Joint & Muscle Health is a virtual program that helps you build muscle to prevent aches and pains, as well as connects you with a licensed physical therapist to help you treat current muscle or joint pain. All on your smartphone and on your schedule!

### Is Omada right for me?

Whether you're looking to build strength and flexibility, or treat existing pain and injuries, Omada can help! **Help prevent pain** with your personalized exercise plan that includes guided mini-workouts, plus educational articles and tips.

**Treat aches, pains and injuries** by connecting with a licensed physical therapist who will assess your condition and provide you with a personalized recovery plan.

### Is there a cost?

Omada programs are available to members age 13 and older on an eligible Premera Blue Cross health plan.

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

No referrals are necessary to get started.

## **How do I and/or my family members get started?**

Visit [omadahealth.com/premera](https://omadahealth.com/premera) and follow the enrollment instructions. If you have any questions during the enrollment process, please email [msksupport@omadahealth.com](mailto:msksupport@omadahealth.com).

## **How do I know if I and/or my family members are eligible?**

Eligibility is verified during the enrollment process. You can also check with the HR/Benefits Team.

## **Do I need a smartphone to use the app?**

You can use Omada for Joint & Muscle Health on your smartphone or tablet.

## **Physical Therapy with Omada**

### **How does virtual physical therapy work?**

It starts with a face-to-face video consultation with a licensed physical therapist who will carefully assess your condition, guide you through a series of evaluative movements and perform a full musculoskeletal evaluation. They'll provide you with answers and next steps to help you feel better. And it all takes place on your smartphone—no clinics, no waiting rooms!

### **How are assessments done without any touching?**

The majority of “hands-on” assessments, including range of motion or mobility tests, can be replicated remotely. You may be surprised that over 80% of common muscle and joint pain diagnosis occurs during a patient history discussion. Omada's high-quality, personalized care and its remote approach to diagnosis has shown to be just as accurate as in-person diagnosis.

### **How soon can I schedule my initial consultation with a licensed physical therapist?**

Appointments are generally available as early as the same day or next day. You will be prompted during the enrollment process to schedule your initial consultation. To schedule an additional appointment, tap the “Inbox” tab in the bottom menu in the app, then tap the calendar icon in the top right corner and tap the “schedule video visit ” button.

### **How soon will I start to experience results?**

Most people can expect to experience improvements in the first two weeks but may vary on a case-by-case basis according to individual conditions and care plans. Your physical therapist will provide a recovery timeline that is in alignment with your personalized plan.

### **Where can I find more information on using the app?**

Please visit [msksupport@omadahealth.com](mailto:msksupport@omadahealth.com)