

Frequently Asked Questions

To learn more and get started, visit
omadahealth.com/mhc

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 (PT), when appropriate, 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 PT who will assess your condition and provide you with a personalized recovery plan.

Is there a cost?

The cost of the program will depend on the services you access and your plan benefits. Omada for Joint & Muscle Health includes access to a free self-guided injury prevention program. However, for treatment that is guided by a PT, applicable copay, deductible, and/or coinsurance rates will apply.

The initial PT consultation will be covered as an office visit under your plan's physical therapy benefits. If your PT recommends that you participate in the recovery program for further treatment, and you choose to enroll, the program is covered as an office visit under your plan's physical therapy benefits.

You can use the Calculate My Costs tool on omadahealth.com/mhc to estimate what your out-of-pocket costs will be prior to receiving services.

To see your plan's coverage for physical therapy, check your coverage document on your secure member website at [Medica.com/SignIn](https://medica.com/SignIn) or call the number on the back of your Medica ID card.

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

With Omada for Joint & Muscle Health, you do not need to obtain a separate physician order. Prior to scheduling a consultation with a PT, you will provide some information about your condition. The information you submit will be reviewed by a credentialed physician to ensure a physical therapy consultation is appropriate. During your initial consultation, the PT will determine if virtual physical therapy is right for you.

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

Visit omadahealth.com/mhc and follow the enrollment instructions. If you have any questions during the enrollment process, please visit support.omadahealth.com.

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

To be eligible to access the Omada for Joint & Muscle Health program you must: be at least 13 years of age, enrolled in a Medica Choice® Passport plan, and live in Iowa, Minnesota, Missouri, North Dakota, South Dakota or Wisconsin.

You can check if you are eligible by visiting the enrollment site listed at the top of this flier, clicking on Get Started and entering some information from your Medica ID card, including your name, date of birth and Medica member ID number.

In what states are program services available to eligible Medica members?

Currently, Medica members who live in Iowa, Minnesota, Missouri, North Dakota, South Dakota or Wisconsin can access the Omada for Joint & Muscle Health program.

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 PT 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 PT?

Appointments are generally available within 48 hours. 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 PT 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 support.omadahealth.com