

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 physical therapist is committed to reducing your pain and is with you throughout the program. They'll 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, they'll help you stay on track to recovery. With unlimited chats and video calls with your physical therapist, you'll get personalized guidance whenever, wherever 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.**[†]

Who is eligible?

Omada is covered at no cost for employees and their covered dependents on Activision medical plans.



Pain relief
in as little as
10 minutes
a day

What do I get as a member?

- ✓ Dedicated licensed physical therapist
- ✓ Personalized treatment plan
- ✓ Unlimited video visits
- ✓ Free exercise kit
- ✓ Tools for a healthy mindset



Dedicated licensed
physical therapist

Get Started Today

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



omadahealth.com/activisionblizzard

How does virtual physical therapy with Omada work?

You'll start with a video visit with your physical therapist, who assesses your condition by guiding you through a series of movements. Your physical therapist will then diagnose your condition and create a treatment plan. Omada's approach has shown to be just as accurate as in-person diagnoses.



Omada's Computer Vision technology provides an easy and accurate way to share progress with your physical therapist. It pinpoints your movements, range of motion, and more, and provides your physical therapist with data to help track progress, make adjustments and support you with a speedier recovery.

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

No referrals are necessary to get started.

How soon will I start to experience results?

Most people can expect to experience some improvement in the first two weeks, but results depend on your individual conditions and care plans.

93% of Omada members see improvement in their area of concern throughout their treatment.* 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.

Is there a cost?

Omada® for Joint & Muscle Health is offered by your health plan or employer, who may cover a portion or the entire cost of your membership. To find out what your insurance plan benefit covers and what your financial obligation may be, check with your insurance company or your employer's human resources department.

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 PT. **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 PT will assess and diagnose your condition.

Get your treatment plan + exercise kit

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

- Elastic bands
- Door anchor
- Phone stand

Start relieving pain

Your PT is with you at 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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*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.

†Requirement of video referral in limited jurisdictions may delay time to meet a physical therapist.

‡Omada internal three-year analysis