



Blue Cross
Blue Shield
Blue Care Network
of Michigan



Virtual Muscle and Joint Health Program with Hinge Health™

Frequently asked questions

Who is the program for?

It's for anyone who has concerns about their back, hips, knees, neck, shoulders, hands, wrists, elbows, feet or ankles — whether the pain is new or has been happening for a while. It's also for those who are at risk for a muscle or joint condition and seeking whole-body preventive care, or who are preparing for or recovering from surgery. Women with pelvic care needs can also benefit from the program.

Who is eligible?

Blue Cross Blue Shield of Michigan and Blue Care Network members, and family members on their health plan, are eligible. You must be 18 or older and reside in the United States to participate. A short form will help Hinge Health confirm that the program is appropriate to treat your condition.

What does the program include?

The Virtual Muscle and Joint Health Program gives you access to care for pain prevention and management, short-term and long-term pain, pelvic floor strength, and surgery preparation and recovery.

You'll get dedicated support from a specialized care team and access to health coaches. They'll develop personalized stretching and exercise sessions to meet your needs. In the app, you'll also find condition-related education and other resources. Hinge Health will send you all the tools to fully participate, including any technology, workout equipment and a care kit, as needed.

What is the pelvic floor strength option?

For women with specific pelvic conditions, we offer exercise therapy to help strengthen the pelvic floor. These conditions include pregnancy and postpartum, pelvic pain and incontinence.

How does the program work? What will I do?

The program is available through the Hinge Health app. When you first sign up, you'll get an email introducing you to your care team. You can begin your personalized exercises right away. You may also start meeting with your Hinge Health physical therapist and health coach. To get the most out of the program, log in to the app for 15 minutes three times a week (or more, if you'd like) to complete your exercise therapy.

You'll get up to 12 visits with a Hinge Health physical therapist for exercise therapy. This is in addition to your regular physical therapy benefits. You and your care team will determine a plan, including the number and frequency of visits, that is best for you. After six visits with a Hinge Health physical therapist, check in with your primary care provider on your progress. This will help make sure you're getting the appropriate care for your needs.

Your health coach will contact you to keep you on track toward meeting your goals and offer guidance on lifestyle factors to improve your health. Or you can connect with them whenever you have questions or need additional support.

What's in the care kit and how do I get it?

When you create your account in the Hinge Health app, you'll fill out a short questionnaire about muscle and joint health. This helps Hinge Health determine if you're a fit for the program and what materials you need to get the most out of it, including whether you'll receive a care kit.

If you're eligible, the care kit comes with equipment that's tailored to you. Depending on your needs, it may have different materials, such as, a yoga mat, a wearable device to manage pain, exercise bands or a phone stand. A tablet can be provided if needed.

How do I contact my care team?

You'll contact your physical therapist and health coach through the app. They're available to talk with you live by phone, video chat or direct messaging. An appointment may be required for Hinge Health exercise therapy visits.

How do I sign up?

Starting on Jan. 1, 2025, go to bcbsm.com/muscle-joint and click *Get started*. You'll be redirected to the Hinge Health website and be asked to select your employer. Then follow the instructions to register and complete a screening to confirm your eligibility. Once Hinge Health approves your registration, you'll get an email so you can download the app. Then you're ready to get started.

Can I use my laptop or desktop computer for the program?

You can register for the program on a computer, but exercise therapy sessions and care team conversations can only be completed through the app on your mobile phone or tablet.

How much does it cost?

The Virtual Muscle and Joint Health Program is available through your Blue Cross or BCN health plan with no out-of-pocket costs to you.

How long does the program last?

The program lasts as long as your care team determines treatment is needed, up to 12 Hinge Health exercise therapy visits within 365 days. You may stop at any time.

What if I'm already doing physical therapy?

The exercise therapy sessions with a physical therapist through the Virtual Muscle and Joint Health Program do not count toward your existing medical physical therapy benefits. The program is separate and does not affect coverage for other in-person physical therapy you may receive through your health plan.

Learn more at bcbsm.com/muscle-joint.

