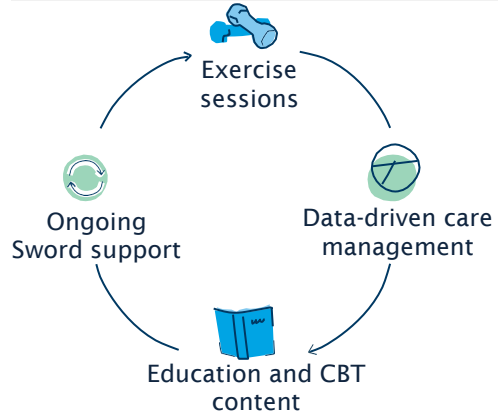
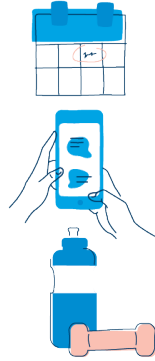


A virtual musculoskeletal (MSK) program, offered by Highmark, to free people from chronic, acute and post-surgical pain



The virtual physical care program delivers 100% virtual care from licensed physical therapists through a clinical-grade, digital platform at **no cost to your patients**



## How does the program work?

- The virtual physical care program lasts 8 to 12 weeks
- Patients complete 3 to 5 session per week
- Sessions last 20 to 30 minutes
- Sword physical therapists revise sessions 2 to 4 times per week
- Video calls and reassessments occur at least every 4 weeks
- Patients and therapists connect 2+ times per week through the patient's preferred communication channel (Sword chat, email, or video)
- Wireless sensors connect to a secure tablet to guide patients through exercises, provide real-time feedback, and track program engagement

## Overview

- Highmark's virtual physical care program powered by Sword Health helps your patients manage their MSK pain
- Patients receive a "digital therapist" which includes a preloaded, secure tablet with the patient's customized exercise program and 2-5 (depending on the body area) wearable sensors
- The sensor-based "digital therapist" technology gives real-time feedback that's more accurate than human eyes
- The program applies to all major joints including lower back, shoulder, neck, elbow, hip, knee, ankle, and wrist
- Sword can address acute, chronic, pre- and post-surgery pain and rehabilitation needs
- A baseline survey conducted at the start of the program assesses pain level (0-10), surgery intent (0-100), medication use (yes/no) and frequency (number of times/week)
- Sword will consult with patients who have multiple affected joints to determine the best joint to start with and how to prioritize treatment

## Eligibility and Exclusion Criteria

### Program Eligibility

- ≥ 13 years old
- Covered by a commercial or self-insured plan that has opted into the program

### Exclusion Criteria

- < 13 years old
- Patients receiving active cancer treatment
- Certain neurological, cardiac, respiratory, or similar health conditions
- High fall risk
- Inability to bear weight on affected limb or follow commands
- Significant trauma to affected area within 3 months
- Pain from non-MSK causes

## What Does This Mean to You?

- Sword sessions don't count against your patients' allowed number of PT visits in their benefits
- Sword may be considered a part of preoperative, pre-procedure or pre-advanced imaging conservative therapy if clinicians document the use of Sword in a patient's chart. Please refer to the relevant medical policy, which may require that Sword use, as conservative therapy, meets a required time frame. If a patient has multiple affected joints, Sword will consult with the patient to determine the best joint to start with and how to prioritize treatment going forward
- Functional outcome measures used to address the patient's initial complaint include:
  - Neck Disability Index (NDI)
  - Quick Disabilities of the Arm, Shoulder, and Hand (QuickDASH)
  - Oswestry Disability Index (ODI)
  - Hip Disability and Osteoarthritis Outcome Score (HOOS)
  - Knee Disability and Osteoarthritis Outcome Score (KOOS)
  - Foot and Ankle Ability Measure (FAAM)