



Streamlined Direct Access Workflow

**FAQ for World Wide Technology
Members**



Background

Alabama, Missouri, and Mississippi Direct Access laws require that patients receive a referral to Physical Therapy from a provider before engaging with a PT. This includes Hinge Health video visits. To help simplify this process, Hinge Health is partnering with SteadyMD to help members more easily get the care you need. With SteadyMD, members in these states can schedule a telehealth visit with a provider to obtain the referral and quickly get connected with a Hinge Health PT.

FAQ

Who needs a referral?

If you are scheduling a video visit with one of Hinge Health's Physical Therapists and you live in Alabama, Mississippi, or Missouri, you will first need a referral or prescription. This applies to all patients in these states seeking physical therapy, not just those using Hinge Health.

Note: Members in the state of Missouri, this will only be necessary until August 28, 2023 when a new law will take effect eliminating the need to receive a referral prior to receiving PT care.

Will this telehealth visit with SteadyMD cost me anything?

No, the cost of the visit with SteadyMD is fully covered by Hinge Health.

What is the relationship between Hinge Health and SteadyMD?

SteadyMD is a closely integrated partner with Hinge Health. SteadyMD providers are trained in Hinge Health Health processes to ensure high standards and an efficient continuity of care.

Is any data exchanged between Hinge Health and SteadyMD?

Yes, Hinge Health will send your responses to our application questionnaire. This is in order for them to provide the referral.

Has SteadyMD been evaluated by Hinge Health for security and compliance?

Yes, SteadyMD passed a thorough security evaluation performed by Hinge Health.

Member Experience Deep Dive

Step 1: Members enter their primary address when they are applying to our program on the Hinge Health website. If they are accepted, they can start doing their exercise sessions right away.

Step 2: When scheduling a PT visit members pick a time slot with a licensed Physical Therapist and book a video visit. If the member resides in MS, MO or AL, they will see a pop up note that states Hinge Health is required to obtain a referral for physical therapy before we can see them due to state regulations.

Step 3: Within 24 hours, members will receive an email from our physical therapist team. Members can ask any further questions about the requirements, and the Hinge Health team will respond within 1-3 business hours.

If the member already has a referral for physical therapy, Hinge Health will request and verify the documentation. This documentation is usually a prescription for physical therapy. In most cases, the member shares this in PDF format via email. They can also ask their physician to fax it to us in which case, we will provide them with a fax number.

Upon receipt of the referral documentation, we will email the member letting them know that they can continue with their scheduled video visit with their Hinge Health PT.

If the member does not have a referral for physical therapy and wants to engage SteadyMD for it, then they will go through the below steps:

- Member provides email consent to engage with SteadyMD.
- Hinge Health shares the member's application details with SteadyMD.
- The following business day, the member receives a text message from SteadyMD to book a video visit with one of their providers licensed in that member's state of residence.
- The member has a 30 minute video visit. This is often completed within 1-2 days of outreach.
- Within one business day, SteadyMD sends back the member's referral and they are cleared to meet with a Hinge Health PT
- We will then email the member letting them know that they can continue with their scheduled video visit with their Hinge Health PT

Questions? Contact Hinge Health at hello@hingehealth.com or 855-902-2777.