

Musculoskeletal Care Guide





Living with chronic neck, back or other musculoskeletal pain can make daily life difficult and impact your physical, emotional and financial wellbeing. To make getting the care you need as easy as possible, we've gathered information on World Wide Technology's (WWT) benefits and resources available to you so you have the information you need—all in one place. For more details on the benefits and programs offered, visit the [Self Service Portal](#). You can also visit the [WWT US Benefits Website](#) for additional information on all that's offered.

What is Musculoskeletal Pain?

Musculoskeletal health refers to the health of muscles, bones, joints and connective tissues that allow us to move. If you feel like you might be experiencing musculoskeletal pain, it's important to understand the symptoms and how it's treated.

Symptoms of musculoskeletal pain

- Aching and stiffness
- Burning sensations in the muscles
- Fatigue
- Muscle twitches
- Pain that worsens with movement
- Sleep disturbances

How it's treated

- Chiropractic adjustments
- Occupational therapy
- Pain relievers
- Physical therapy
- Splints
- Steroid injections
- Therapeutic massage

Source: Cleveland Clinic. "Musculoskeletal Pain."

Tips for Preventing Musculoskeletal Pain

- **Practice proper posture** while sitting, standing and lifting heavy objects. Avoid slouching or hunching over, as this can strain your muscles and lead to pain. Check out the Mayo Clinic's [how-to guide](#) for office ergonomics.
- **Engage in regular physical activity** to strengthen your muscles, improve flexibility and maintain a healthy weight. [Learn more](#) about proper lifting techniques.
- **Avoid staying in one position for too long**, and if you have a job that requires repetitive motions or prolonged periods of sitting or standing, take regular breaks to stretch and change positions.
- **Maintain a healthy weight** given that excess weight can put additional stress on your muscles and joints, increasing the risk of musculoskeletal pain.
- **Warm up before physical activity** with light aerobic exercises and stretching to reduce the risk of injury.
- **Choose footwear that provides proper support** and cushioning for your feet. This is particularly important if you engage in activities that involve a lot of standing or walking.
- **Practice stress management** as chronic stress can contribute to muscle tension and pain. Incorporate stress management techniques such as deep breathing exercises, meditation or engaging in activities you enjoy.
- **Pay attention to any warning signs** or discomfort in your muscles or joints. If you experience pain or discomfort, take appropriate measures such as resting, applying ice or heat or seeking medical attention if necessary.



Talking to Your Doctor

Before Your Appointment

To help prepare for your appointment, jot down some important points, questions or concerns you want to cover with your doctor. During your appointment, the doctor may share a lot of information with you, and you may begin to feel overwhelmed. Writing down your thoughts and questions before helps ensure you cover everything you want to during your appointment and don't forget anything.

If you're seeing a specialist for the first time, be sure to bring:

- A list of medical diagnoses, recent surgeries or procedures
- An up-to-date list of medications you're taking
- A list of treatments you've tried and why you stopped them

During Your Appointment

When you're in a lot of pain, it may be difficult to convey to others exactly what you're experiencing. During your appointment, the doctor may ask you to explain the pain you are feeling, and the following adjectives might help you describe your symptoms:

- Flickering
- Pulsing
- Pressing
- Gnawing
- Stinging
- Dull
- Throbbing
- Cramping
- Sore

It's important to ask your provider questions during your appointment so you have enough information to manage your condition and get additional support if needed. The following questions may be helpful to ask:

- Are there any specific tests or diagnostic procedures that should be done to further evaluate my condition?
- What are the treatment options available for my musculoskeletal pain?
- Are there any lifestyle modifications or self-care measures I can take to alleviate the pain?
- What are the potential risks or side effects associated with the recommended treatments?
- How long can I expect the recovery process to take?
- Are there any alternative or complementary therapies that may be beneficial for my condition?
- Should I modify my physical activities or exercise routine while managing this pain?
- Are there any specific medications or pain management techniques that can help alleviate my symptoms?
- When should I follow up with you to monitor my progress or discuss any concerns?

When asking your provider your questions, it is important to remind them that you want to discuss treatment options that are covered under your current Allegiance or UHA medical plan. Some alternative therapies may not be covered, so it is important to check with your provider before accepting treatment.

Getting Support

To help you feel your best and manage your symptoms, WWT offers tools and resources to help.

Hinge Health

Hinge Health offers a complete virtual therapy program with dedicated support for multiple body parts, including pelvic health. This virtual and personalized program can help you prevent and manage musculoskeletal pain, including pre- and post-surgery care, through:

- **Exercise therapy:** Complete virtual exercise therapy sessions anytime and anywhere to help improve strength and flexibility to relieve pain. Plus, the program uses TrueMotion guided technology, so you get real-time feedback on the app.
- **Behavioral health:** Check in with your virtual coach with unlimited 1-on-1 coaching through the app.
- **Education:** Access personalized and interactive education.

Hinge Health is available to all WWT employees and spouses/domestic partners over the age of 18 who are enrolled in the Allegiance Health Plan at **no cost to you**. To get started, apply at hinge.health/worldwidetech or call 855-902-2777. If you live in Hawaii, please call UHA at 808-532-4000 to learn more about your options.

Arthritis@Work

To help you improve your workdays and manage pain if you are living with arthritis, WWT has joined the Arthritis Foundation's Arthritis@Work program to provide free tools, resources and support. Tools available through the program include:

- Pain management techniques and tips for safely staying active
- In-person and virtual support groups
- Webcasts, Facebook live events and podcasts

To get started, visit the [Arthritis@Work website](https://www.arthritis.org/health-wellness/working-with-arthritis/arthritis-at-work).

Chiropractic Coverage

Chiropractic care can be one way to treat musculoskeletal pain and is covered by your Allegiance medical plan. When you see an in-network chiropractor, you will pay a \$25 copay (the deductible is waived). Covered services include office visits, spinal adjustments and radiology for diagnosis, and evaluation and treatment planning for musculoskeletal conditions.

If you live in Hawaii, please call UHA at 808-532-4000 to learn more about your chiropractic coverage.



Managing Musculoskeletal Pain

Managing musculoskeletal pain can impact your physical, emotional and financial wellbeing which is why we offer resources to support all aspects of your health and wellbeing.

Tips and Considerations for Your *Physical Wellbeing*

Stay on top of your health with the WWT wellness program, [Sharecare](#). This virtual platform helps you manage all your health in one place, including access to programs, personalized insights and accountability to help you stay on track.

Manage your weight with help from [Real Appeal](#). As part of this program, you'll be paired with a personal Transformation Coach who will provide step-by-step guidance and a Success Kit that gives you access to online fitness classes, scales, a portion plate and more. Real Appeal is available to all WWT employees and spouses/domestic partners enrolled in the Health Plan with a BMI of 23 or greater (excluding Hawaii). Hawaii employees enrolled in the UHA health plan have access to the [Active & Fit program](#) which offers fitness center discounts, workout plans, tracking and coaching. For more information, see the [WWT Hawaii Health Plan website](#) or call 877-771-2746.

Fill maintenance medications in a cost-effective way. If you are on a maintenance medication (a medication you take every day) to help manage your pain, the most cost-effective way to fill your prescription is in a 90-day supply. With the Smart90 program (available through Express Scripts), eligible prescription medications can be filled on a 90-day supply through any retail pharmacy or delivered directly to your home. If you continue filling a 30-day, you will pay a higher cost for your medication. Please note some pain medications may not be eligible for the Smart90 program. Your pharmacy and Express Scripts will confirm that your medication is eligible for the program.

Tips and Considerations for Your *Emotional Wellbeing*

Take small steps to prioritize emotional wellbeing. The **Rx Well Mental Health app** (which you can download from the Apple App Store or Google Play and use code WWT) provides behavioral and mindfulness techniques that you can incorporate into your daily life. Plus, [eMLife](#) gives you access to live, 14-minute daily mindfulness programs led by experts, live monthly programs and on-demand resources. To get started, download the app from the Apple App Store or Google Play or visit or visit the web platform with code WWT.



Talk to a specialist if you need. Our [Employee Assistance Program \(EAP\)](#) provides confidential, professional, 24/7 assistance to you and your family at no cost, including access to counselors who can be reached by calling 800-356-0845. Plus, the EAP offers a Living Well with a Chronic Condition resource which provides support and tools to help you live well with your condition. You can also connect with an expert specialist in as little as 48 hours through [Brightside Virtual Mental Health](#) (available for adults 18+ covered under the Allegiance medical plan; not available to employees in Hawaii). Once connected with a provider, this program includes video consults with your psychiatric provider, weekly video sessions with your therapists, unlimited messaging with your specialists and more. For each visit, you will pay a \$15 copay.

Tips and Considerations for Your *Financial Wellbeing*

Save and pay for care with a Health Care Flexible Spending Account (FSA). Many of your medical expenses will be eligible for reimbursement if you have a Health Care FSA, including your office visits, lab tests, radiology, hospital visits and medications.

Take advantage of discounts available through [Perkspot](#). This online store has exclusive deals and discounts for WWT employees, including ways to save on fitness and yoga offerings to help prevent and manage musculoskeletal pain.

If enrolled, Cigna Supplemental Hospital Care Insurance can help you pay for a covered hospital stay. You can enroll in this benefit, provided through Cigna, during Open Enrollment, and it provides a cash benefit when you experience a covered hospital stay.

