

How do I and/or my family members get started?

Visit omadahealth.com/cebt and follow the enrollment instructions. If you have any questions during the enrollment process, please email msksupport@omadahealth.com.

How do I know if I and/or my family members are eligible?

Eligibility is verified during the enrollment process. You can also check with the HR/Benefits Team.

Do I need a smartphone to use the app?

You can use Omada for Joint & Muscle Health on your smartphone or tablet.

Physical Therapy with Omada

How does virtual physical therapy work?

It starts with a face-to-face video consultation with a licensed physical therapist who will carefully assess your condition, guide you through a series of evaluative movements and perform a full musculoskeletal evaluation. They'll provide you with answers and next steps to help you feel better. And it all takes place on your smartphone—no clinics, no waiting rooms!

How are assessments done without any touching?

The majority of “hands-on” assessments, including range of motion or mobility tests, can be replicated remotely. You may be surprised that over 80% of common muscle and joint pain diagnosis occurs during a patient history discussion. Omada's high-quality, personalized care and its remote approach to diagnosis has shown to be just as accurate as in-person diagnosis.

How soon can I schedule my initial consultation with a licensed physical therapist?

Appointments are generally available as early as the same day or next day. You will be prompted during the enrollment process to schedule your initial consultation. To schedule an additional appointment, tap the “Inbox” tab in the bottom menu in the app, then tap the calendar icon in the top right corner and tap the “schedule video visit ” button.

How soon will I start to experience results?

Most people can expect to experience improvements in the first two weeks but may vary on a case-by-case basis according to individual conditions and care plans. Your physical therapist will provide a recovery timeline that is in alignment with your personalized plan.

Where can I find more information on using the app?

Please visit msksupport@omadahealth.com