

Frequently Asked Questions

Learn about the joint and muscle health benefit offered by REEP.



What is Omada for Joint & Muscle Health®?

Omada for Joint & Muscle Health is a virtual program tailored for individuals experiencing musculoskeletal pain or discomfort. It connects participants with a dedicated, licensed physical therapist and provides access to app-based tools—all accessible through a smartphone or tablet.*

No referral is required to get started.†

How does it work?



Personalized Assessment

Once you enroll, you will need to download the Omada for Joint & Muscle Health app and can schedule a video visit with your physical therapist as early as the next day.† During this visit, they will assess and diagnose your condition.



App-based Tools & Support

You will have access to a range of app-based tools and exercises designed to guide you through your care plan. You can also schedule unlimited video visits with your physical therapist or message them anytime via in-app text chat.



Customized Care Plan

Based on your assessment, your physical therapist will create a tailored care plan that includes exercises and strategies focused on improving your chief area(s) of concern.



Exercise kit

Omada will ship an exercise kit to your door that includes resistance bands, a door anchor, a phone stand, and a massage ball. These physical therapy tools are yours to keep.



Progress Tracking

The program allows your therapist to closely monitor your progress and make adjustments to your plan as needed. This ensures you receive care that is specifically tailored to you, helping you achieve optimal outcomes.

Am I eligible?



Complete a 1-minute application to confirm your eligibility. Scan the QR code using your mobile device or visit:

msk.omadahealth.com/reep

What conditions do you treat?

From chronic pain management to surgery recovery, Omada for Joint and Muscle Health is designed to address a wide range of issues.

Body parts covered:

- ✓ Neck, shoulders, upper back
- ✓ Elbows, forearms
- ✓ Wrists, hands
- ✓ Lower back, hips
- ✓ Pelvic floor
- ✓ Thighs, knees, shins, calves
- ✓ Ankles, feet

Specialized support areas:

- ✓ Chronic pain management
- ✓ Prenatal and postpartum care
- ✓ Pelvic health
- ✓ Ergonomics, work-related pain
- ✓ Work conditioning, injury prevention
- ✓ Surgery navigation
- ✓ Multi-condition

How does Omada compare to in-person physical therapy?

Omada for Joint & Muscle Health is as effective as in-person physical therapy, without the hassles of commutes or wait times.

Is there a cost?

REEP will cover the entire cost of the program if you or your spouse, domestic partner, or adult dependent aged 18 and older are enrolled in a REEP Anthem Blue Cross or Kaiser Permanente medical plan, and apply, qualify, and meet the eligibility requirements.

What should I do if I have other questions?

Check out our help center articles at support.omadahealth.com. If you are currently enrolled in an Omada program, you can email support@omadahealth.com or call (888) 409-8687.



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*The program features described are specific to the Recovery and Women's Health versions of Omada® for Joint & Muscle Health®. Members not experiencing a relevant injury or musculoskeletal condition may instead receive a preventive version of the program, which includes different features and does not include a physical therapist.

†Your home state may require a referral from a physician. Omada can facilitate this with a video visit with a physician, but this may delay your initial physical therapy consultation.

App images are fictionalized samples and do not reflect information about a specific person.

Physical therapy is only available in states where it is allowed by law.