

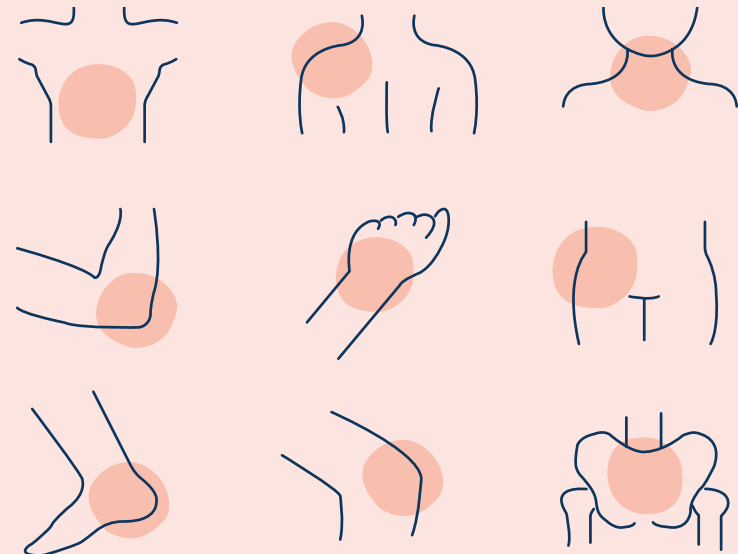
# Virtual Physical Care Program powered by Sword

## What is the Virtual Physical Care program?

If you're experiencing joint or muscle pain or have issues related to pelvic health Virtual Physical Care, powered by Sword, can help. This program is included in your health plan at no additional cost. Sessions can be completed when and where it's convenient for you.



**Your physical therapist can design a customized program to treat the following areas:**



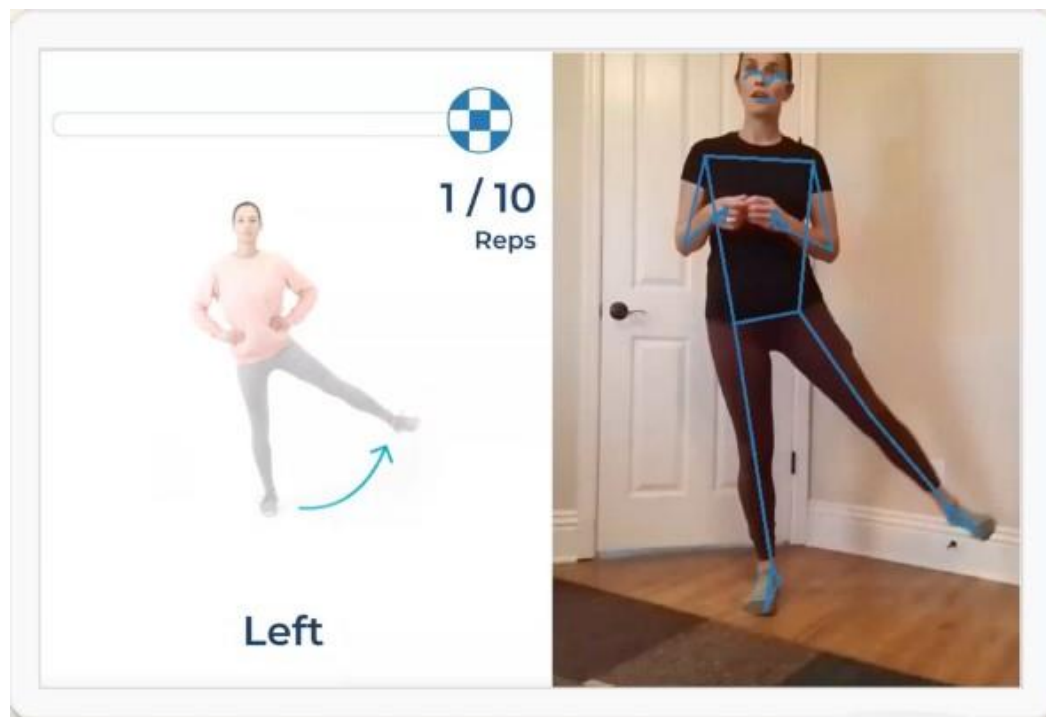
Live life with a greater range of motion.

## What you get with the Virtual Joint Health Program - Thrive by Sword

This program may be right for you if you are experiencing discomfort, even if you're not recovering from an injury and your pain is manageable.

**Zero out-of-pocket costs**

- You get started by meeting virtually with a physical therapist (PT) who designs a program customized to your needs.
- You'll receive a tablet with motion-tracking technology that guides you through exercises and gives you real-time feedback.
- Your PT follows your progress and adjusts the program as needed.
- You chat with your PT through a program app, via video visits, or on the phone when you have questions

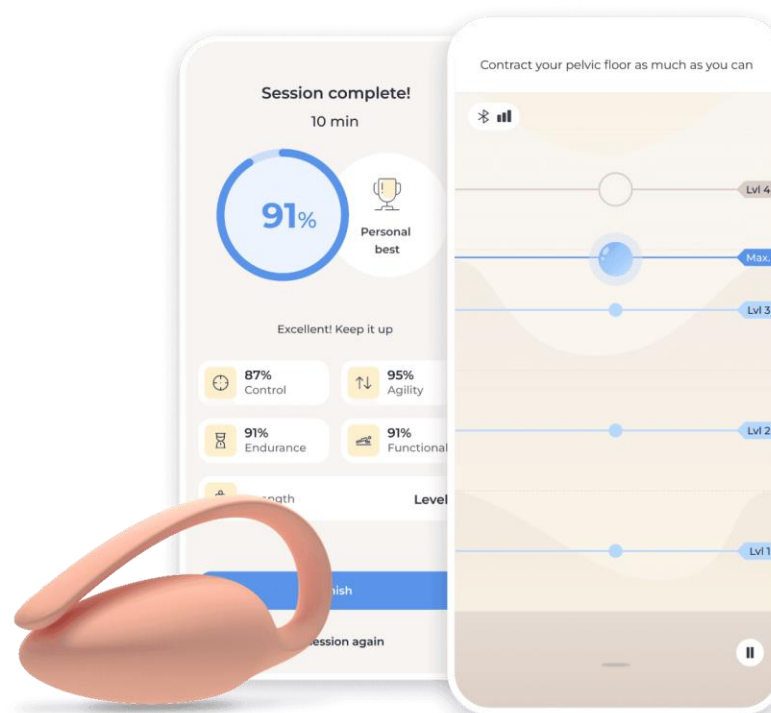


**Covered Dependents 13 and up**

## What you get with the Virtual Pelvic Health Program - Bloom by Sword

If you have pelvic pain, a bowel or bladder disorder, issues related to intimacy well-being, are pregnant, postpartum or in menopause, this program can offer relief.

- You meet virtually with a physical therapist (PT) who specializes in pelvic health conditions.
- Your therapist will design a program just for you.
- You'll receive a Bloom kit, which includes an insertable pressure-sensing pod that synchronizes with a program app that you download. They work together to provide bio feedback as you do your exercises.



**This program is for individuals with vaginal anatomy ages 18 and up.**

# Program Communications

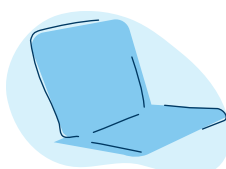
Be on the lookout for additional program communication from both Sword Health and your Health Plan with information on how to get started.



Mailers



Text Messaging



Emails

Register on your health plan member website and keep your contact details updated. This will ensure that you receive information about Virtual Physical Care Program as well as other programs and resources available to you.



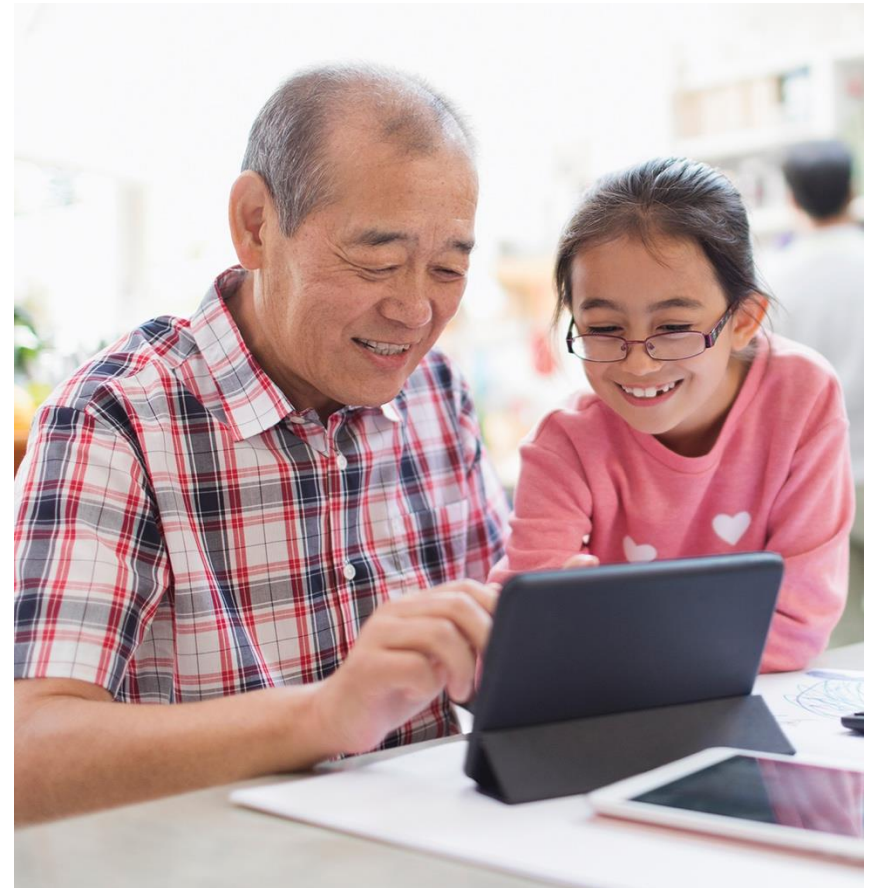
# Virtual Physical Care Program Enrollment Tutorial

# How to Enroll

To get started:

Log in to **MyHighmark.com**  
or log into the **My Highmark** app.

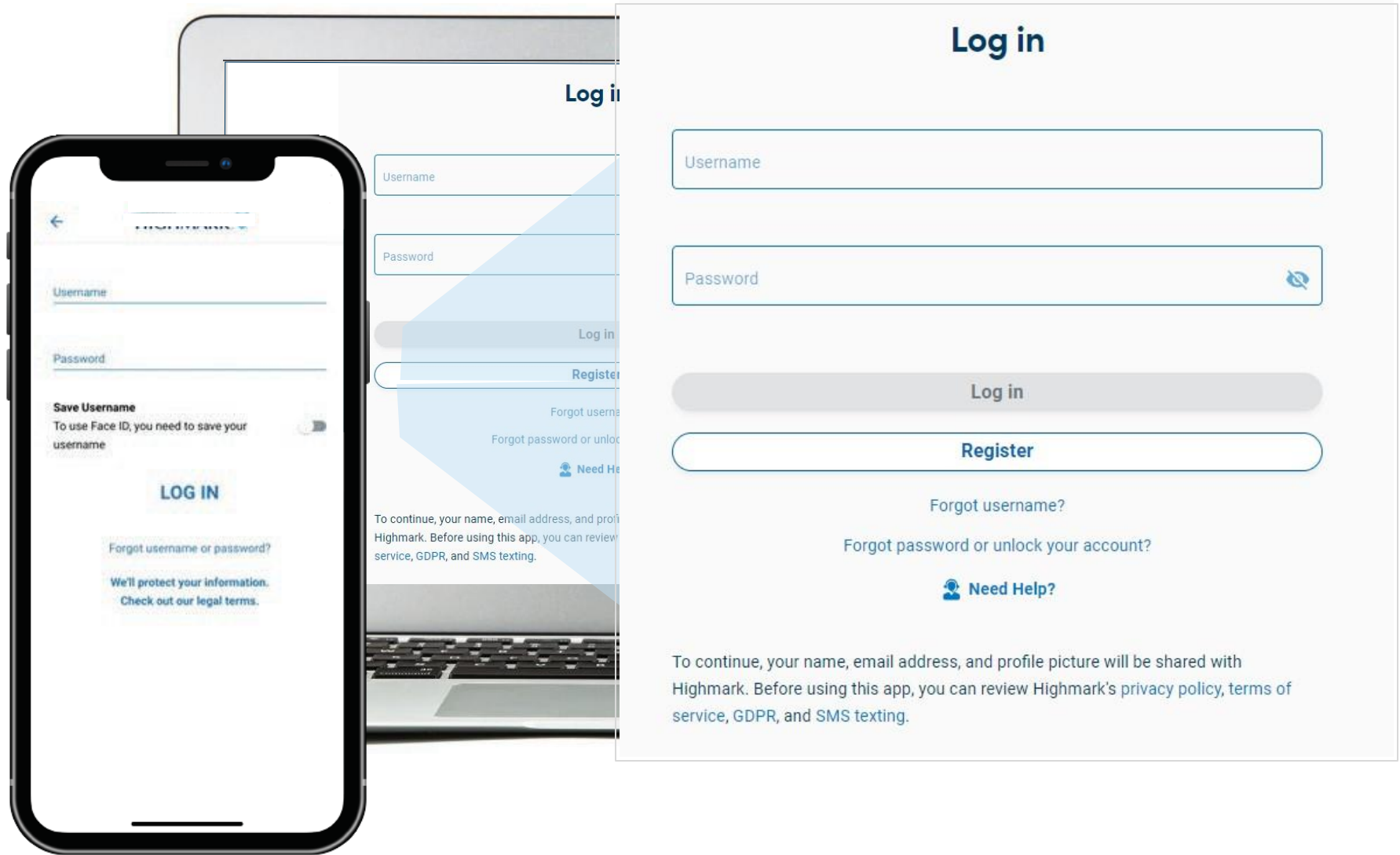
- Select **Benefits**
- Select  
**Virtual Joint Health – Thrive by Sword**  
OR  
**Virtual Pelvic Health – Bloom by Sword**
- Enroll in **Sword**





# Login/Register

Visit [MyHighmark.com](https://MyHighmark.com) or the My Highmark app



**Log in**

Username

Password

Log in

Register

Forgot username?

Forgot password or unlock your account?

[Need Help?](#)

To continue, your name, email address, and profile picture will be shared with Highmark. Before using this app, you can review Highmark's privacy policy, terms of service, GDPR, and SMS texting.

**Log in**

**Register**

Forgot username?

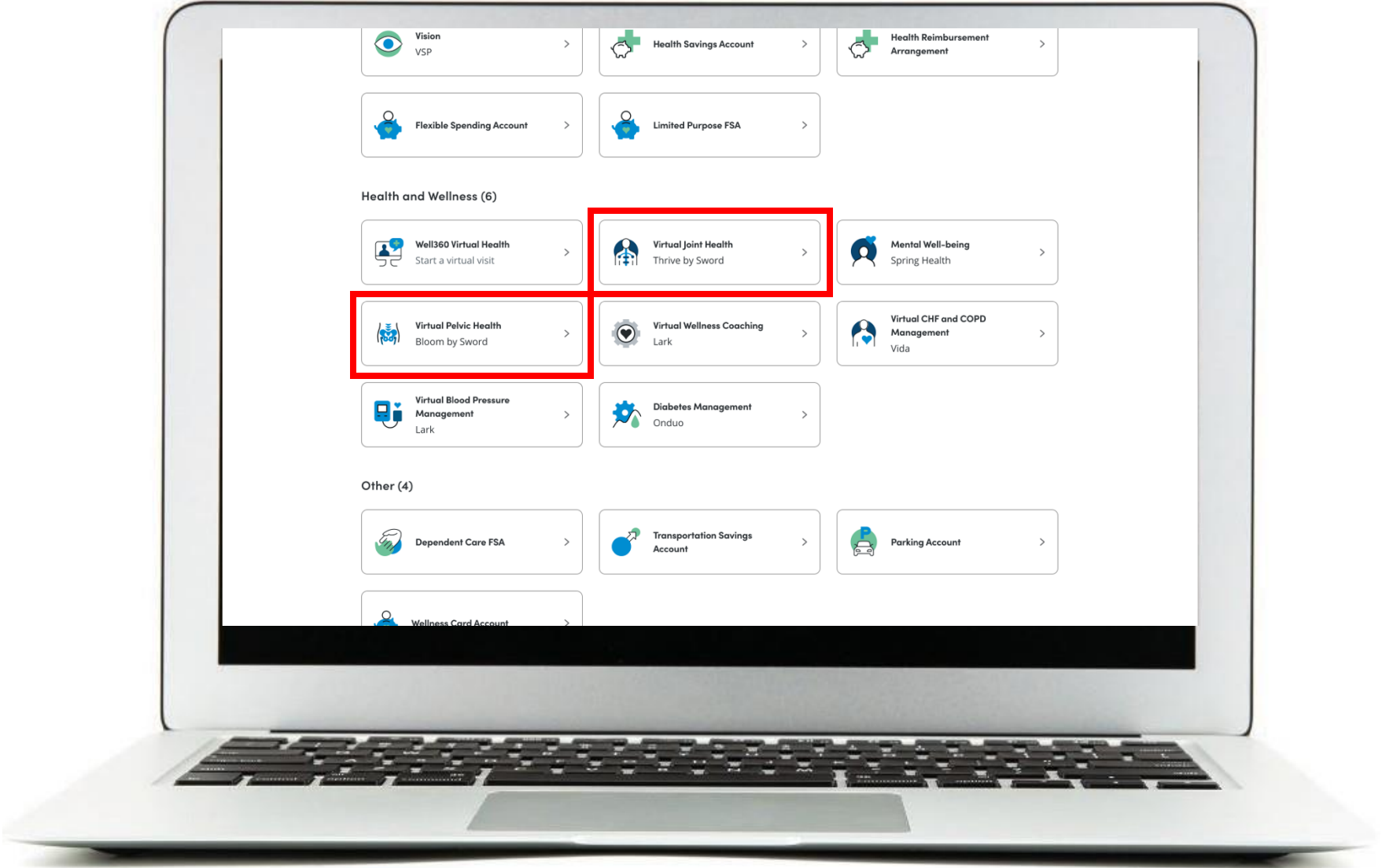
Forgot password or unlock your account?

[Need Help?](#)

To continue, your name, email address, and profile picture will be shared with Highmark. Before using this app, you can review Highmark's privacy policy, terms of service, GDPR, and SMS texting.



# Virtual Physical Care Powered by Sword



# Create an Account

Create an account to confirm your eligibility.

First name \*

Last name \*

Email \*

Date of birth \*

MM

/

DD

/

YYY

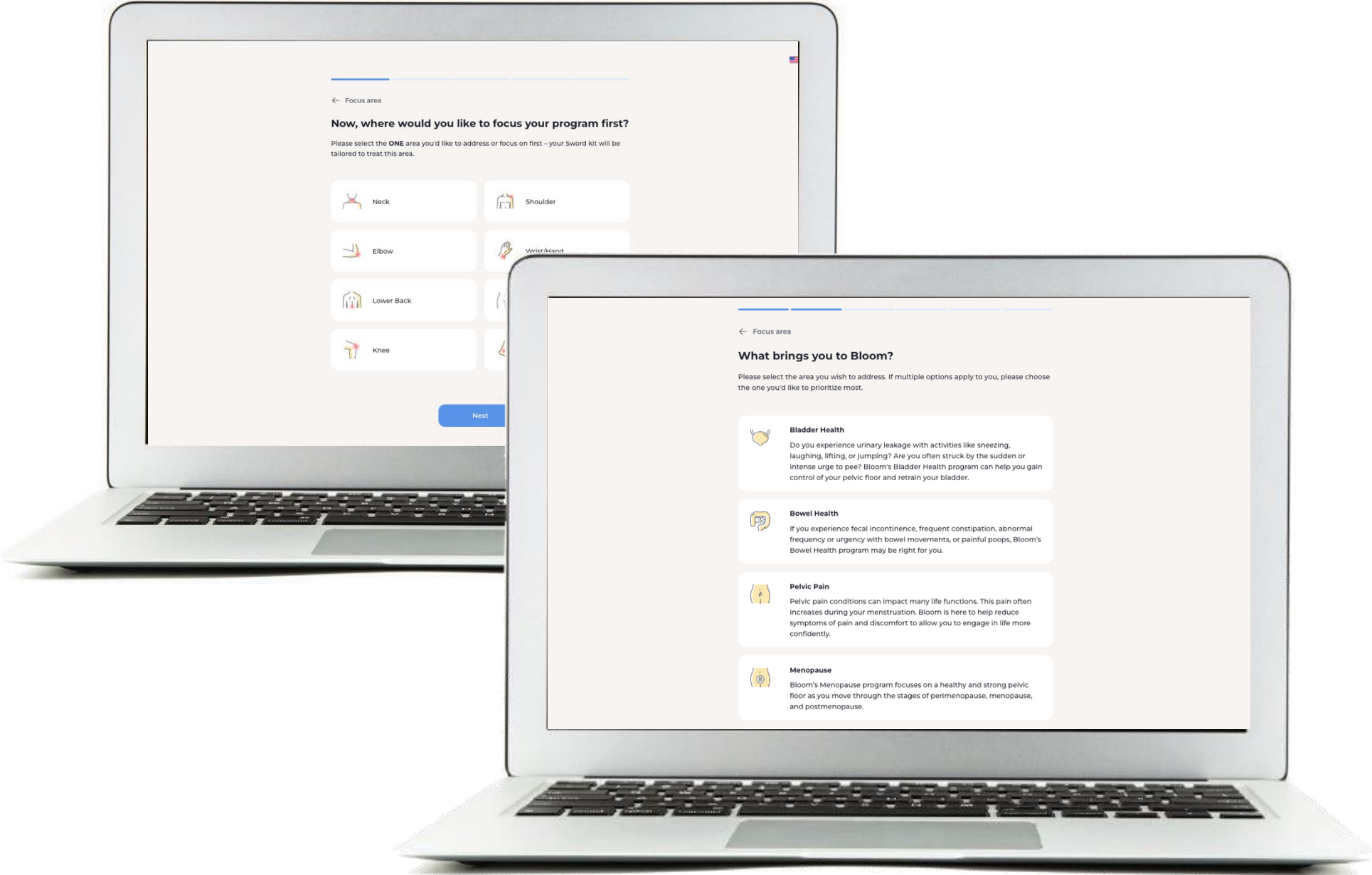
State \*

Choose

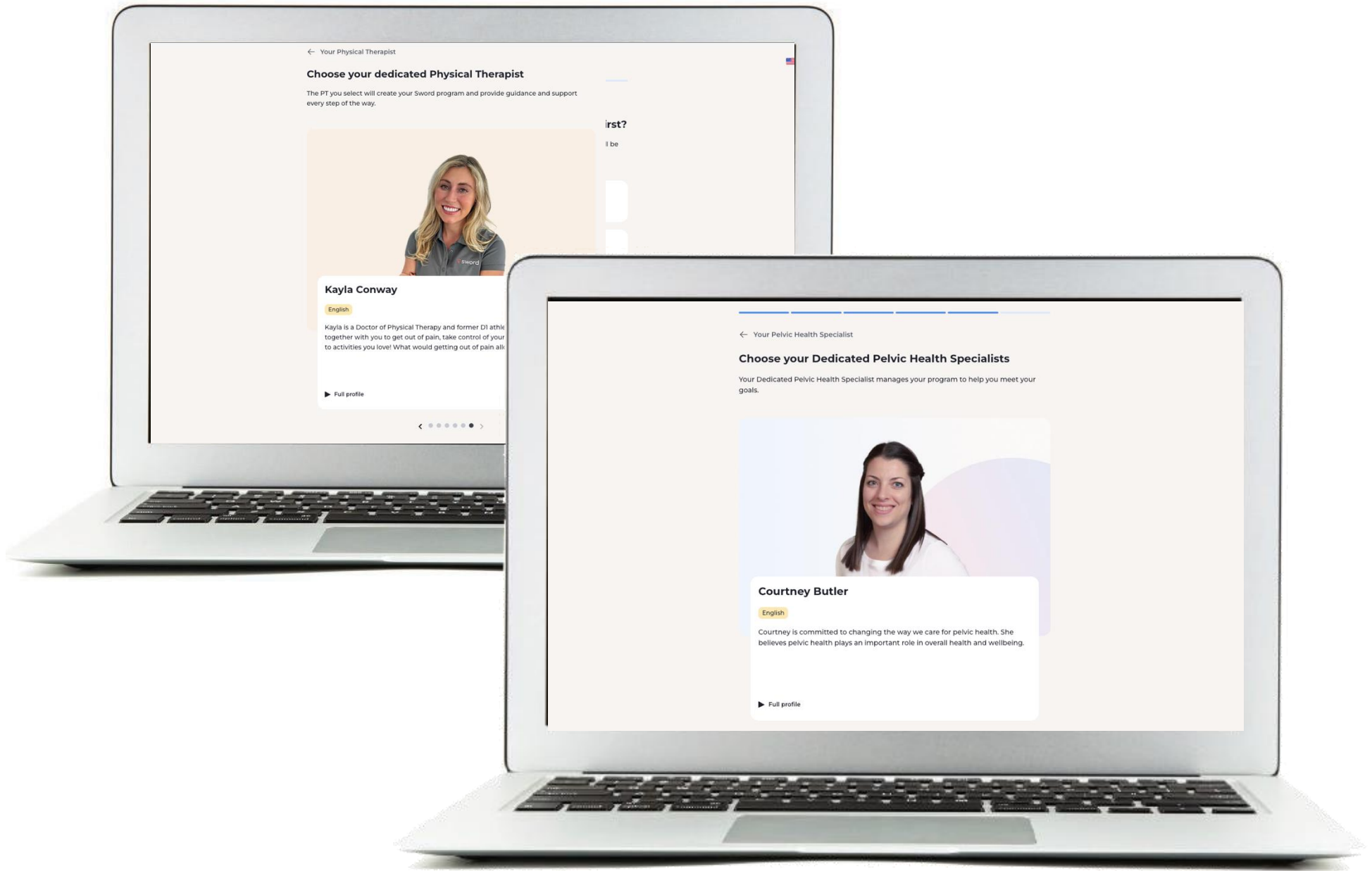
☐ I have read and agree to Sword Health's [Terms and Conditions](#), [Consent to Telehealth Services](#) and [Privacy Statement](#).

☐ I have read and agree to Sword Health's [HIPAA Notice of Privacy Practices](#).

# Health Survey



# Schedule a Video Call



# Received your Sword kit



# Once Enrolled in the Virtual Physical Care Program

# Next Steps

### Next steps

1

Kevin, your dedicated Physical Health Specialist, will email you to get to know you better



Kevin Dao

Looking forward to meeting you

2

Get ready for your video call

5:00 - 5:30 p.m., Thursday, March 31, 2022

Eastern Standard Time (6:46 a.m.)

3

Your SWORD kit will be sent to this address

When should I expect to receive my kit?

After your video call, we will ship your kit as soon as possible, so they usually arrive within 5-7 working days. You will receive an email from SWORD with a tracking link. If you won't be available to start your program when you get your kit, email [help@swordhealth.com](mailto:help@swordhealth.com).

**SWORD kit contents**



The SWORD kit includes wearable motion sensors and a tablet. The tablet will guide you through the initial setup. It will also give you live feedback on your daily exercise sessions that you can do whenever and wherever it's convenient for you — all supervised by your dedicated Physical Health Specialist.

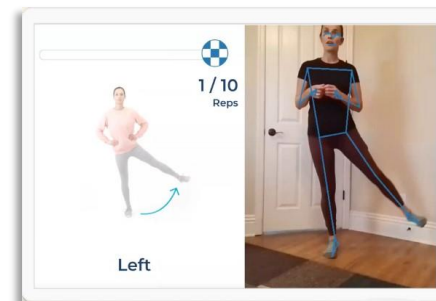
You'll receive your kit in 5-7 business days after your video call. Your kit will include motion sensing technology



You



Sensors



Computer Vision



# What to **expect** next

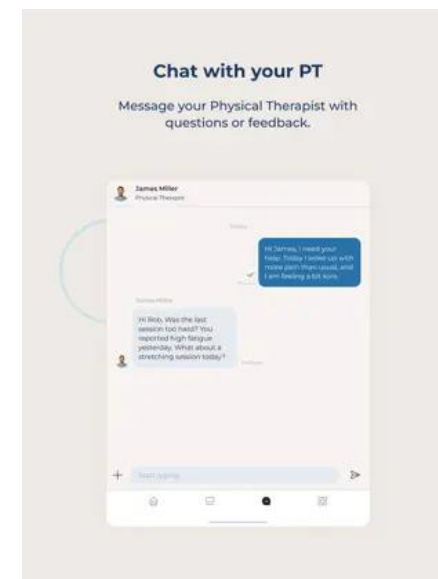
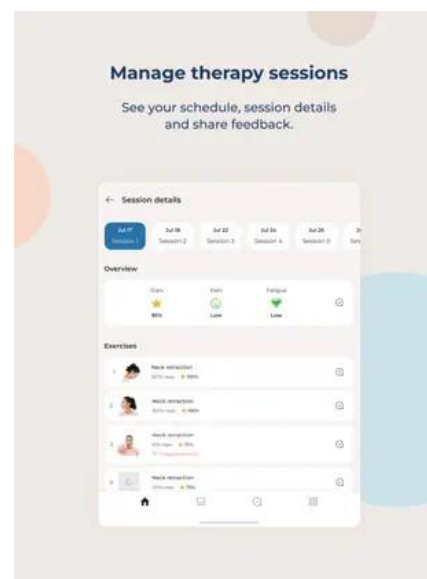
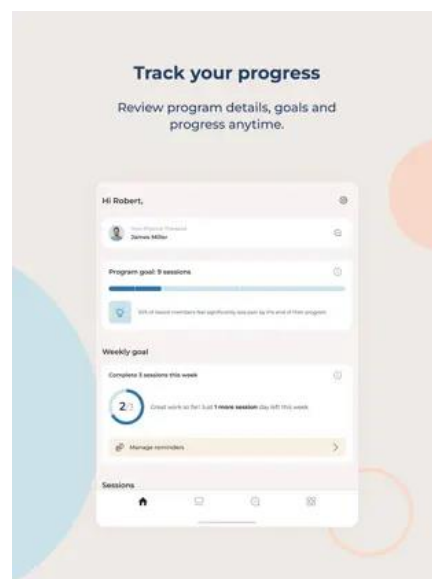
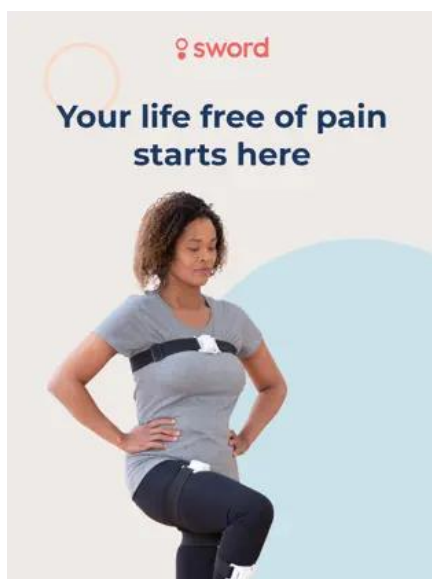
## Through your physical care Journey



# Sword Health Mobile App

## Once enrolled in the program, Download the Sword Health Mobile App

Get access to educational content, chat with your Sword Physical Therapist and learn new ways to reduce pain.



## Web Site and Mobile App

---

**Log in** [www.myhighmark.com](http://www.myhighmark.com)

---

My Highmark app

---

## Sword Health

---

**Call** 1-888-346-0476

---

**Email** [needhelp@swordhealth.com](mailto:needhelp@swordhealth.com)

---

## Member Service

---

**Call** Number on the back of your  
Medical ID card.

---