

# Implementing an MSK solution has never been easier

## Seamless implementation

During a busy implementation season, a large healthcare tech firm partnered with Hinge Health to address a top cost driver, musculoskeletal (MSK) conditions.

Through Hinge Health's established partnership with their health plan, processes were already in place to ensure easy implementation and bring enhanced value:

- ✓ Elimination of a direct contract
- ✓ Simplified billing through their health plan
- ✓ Data integration with reporting and eligibility file transfers in place
- ✓ Preferred pricing with a 1.5x ROI guarantee, 100% fees at risk

“With other vendors, you may get good engagement and satisfaction, but rarely any meaningful outcomes data. With Hinge Health, it's been great to see such strong outcomes.”

Director of Global Benefits



## Industry:

Healthcare technology

## Covered Lives:

25,600 under  
company health plan

## Implementation Challenge:

Implementing new vendors during a busy implementation season

## Vendor Expectations:

- Quick and easy to implement
- Engage members
- Provide great member experience
- Demonstrate ROI

## Enhanced value for the client and their members

- ✓ **Reduced administrative burden:** Hinge Health led all implementation costs, setup, and execution of a surround-sound communications plan—the client’s role was to simply review and approve.
- ✓ **Established referral processes:** Hinge Health led integration with the client’s onsite health center to ensure each provider was cross-trained on seamless member care handoff and appropriate referrals.
- ✓ **Turnkey member marketing:** Direct custom co-branded outreach included 3 emails, 2 home mailers, digital signage, and integration into the client’s newsletter and employee intranet.
- ✓ **Dedicated client support:** Hinge Health provided mid-program, mid-year, and year-end reporting to share enrollment, engagement, and outcomes data.



**After only 2 weeks of communication, the healthcare firm hit 100% of their enrollment goal and achieved these outcomes after 1 round of deployment:**

**17,800**

eligible members  
received marketing

**940**

enrolled in  
Hinge Health

**81%**

immediately engaged  
with Hinge Health

**4x**

return on  
investment

To schedule a demo, visit [www.hingehealth.com/learn-more](https://www.hingehealth.com/learn-more)