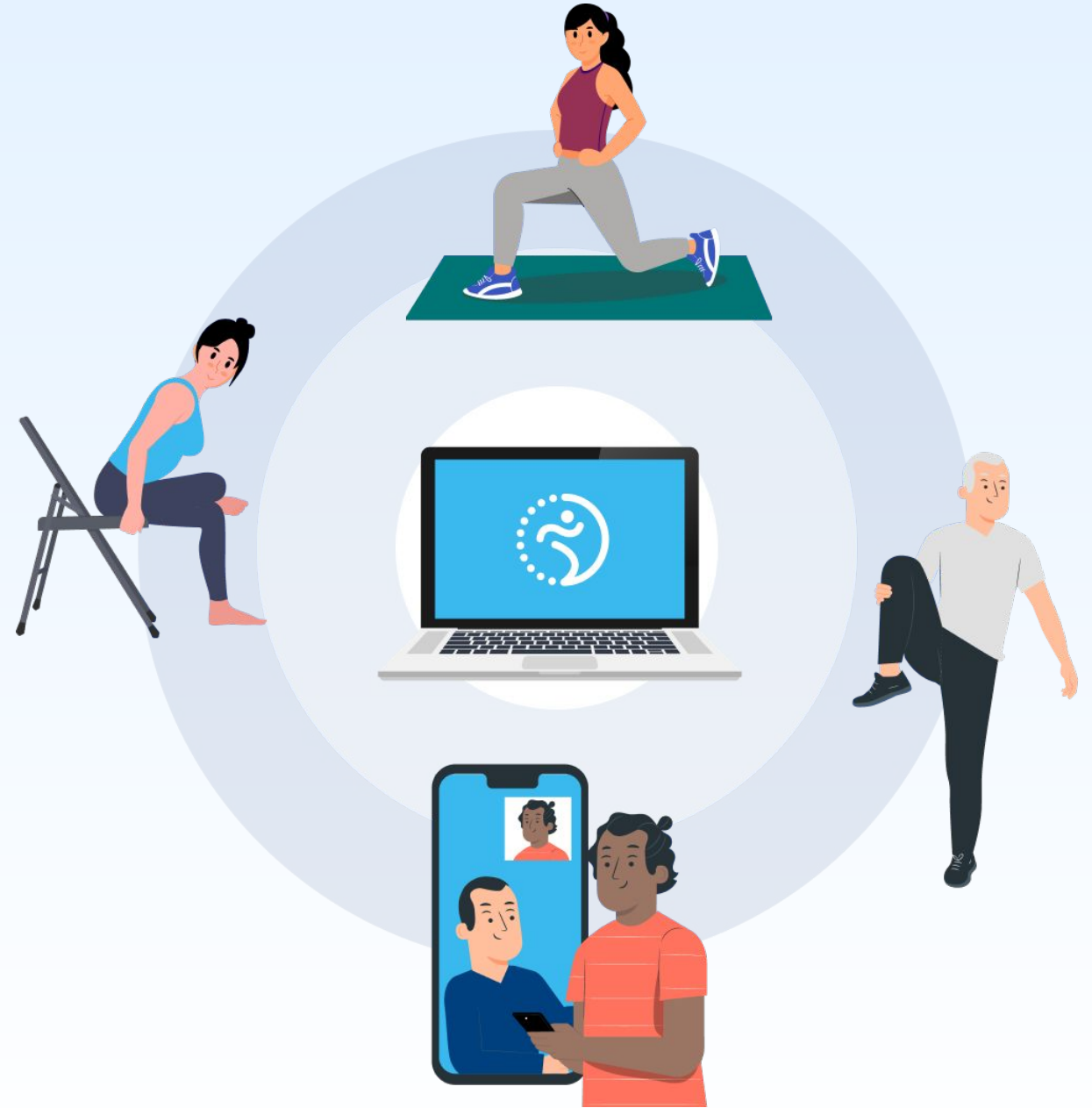


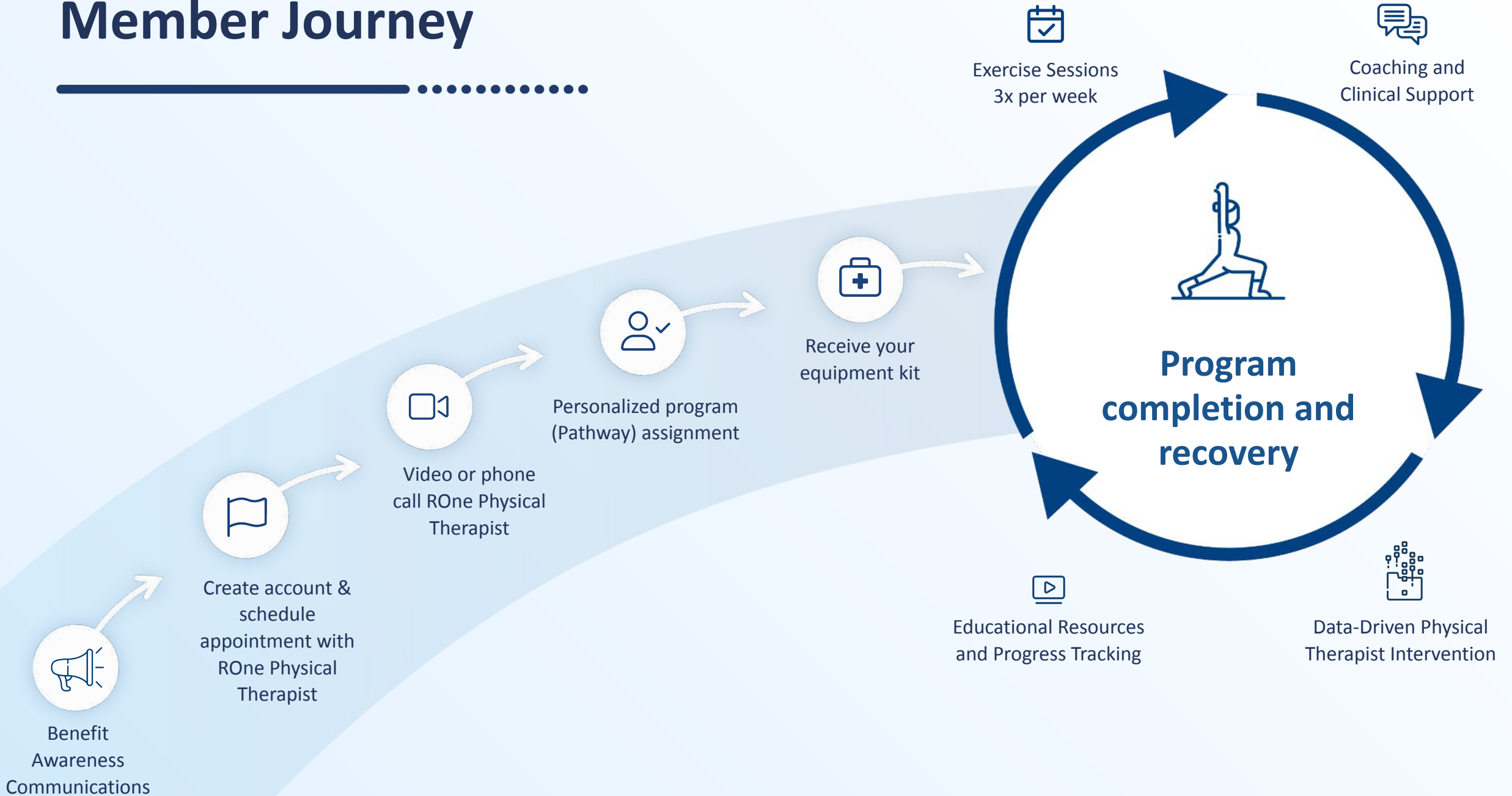
July 2023

RecoveryOne for Cigna

Select/U500 Member Experience



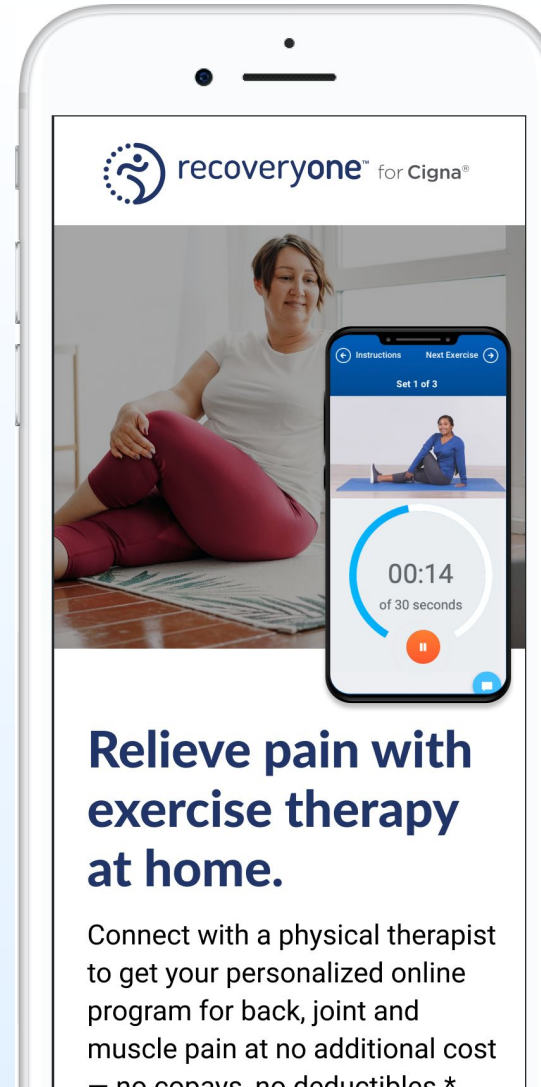
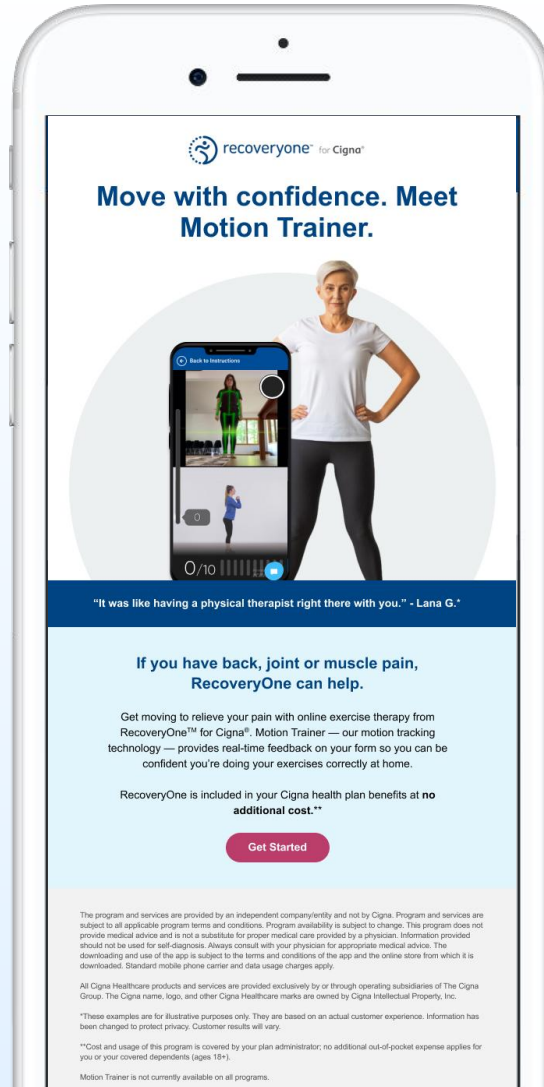
Member Journey



Enrollment Marketing

Benefit Awareness Communications

Awareness Communication Example



Marketing Landing Page

recoveryone.com/start

Enrollment

Create Account & Schedule Appointment with Physical Therapist

Create Account

Create Account

Let's get started.

Please provide your information below to create your account. We will keep your data safe and secure.

*Required field

First name*

Last name*

Email*

Mobile phone number*

Password*

Confirm password*

Agree to [Terms of Use](#)

Save & Continue

Appointment Preferences

Appointment Preferences

Welcome, Barb!

Would you prefer a video visit or a phone call?

Video visit

Phone call

Next

Appointment Scheduling

Schedule Appointment

Select a time for your appointment.

Please choose a 20-minute window sometime in the next seven days.

June

MON 29 TUE 30 WED 1 THU 2

TODAY (MONDAY), JUNE 29, 2023 MST

AM PM

8:00 a.m.

8:20 a.m.

8:40 a.m.

9:00 a.m.


Appointment Confirmation

Appointment Confirmed

Your appointment is confirmed!

Monday, June 29, 2023 at 8:40 a.m.

via video visit



Dr. Sean Kinsman
LICENSED PHYSICAL THERAPIST
Northeastern University
Clinical Doctorate, Physical Therapy

You'll receive confirmation and reminder messages with links to add the appointment to your calendar.

Modify Appointment

Appointment Communication (Email & SMS)

RecoveryOne

Today 4:11 PM

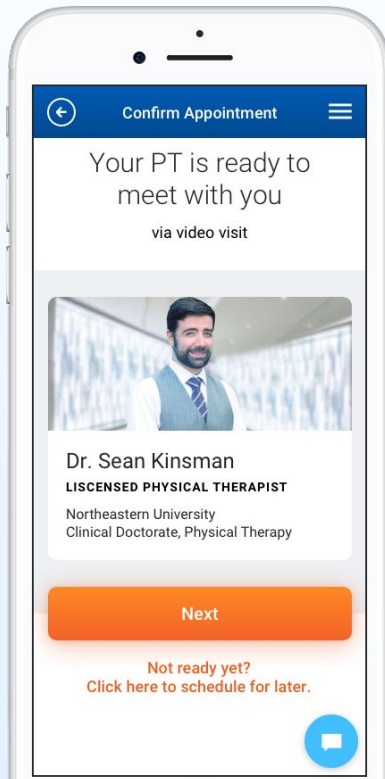
Your RecoveryOne appointment with Dr. Sean Kinsman scheduled for 8:40 am MST on Monday, June 29, 2023 via video visit. Ten minutes before your appointment, go to <https://app.recoverone.com/appointment/648> on your computer or log in to the mobile app if you have it. Don't forget to dress comfortably and be ready to move!

Text Message

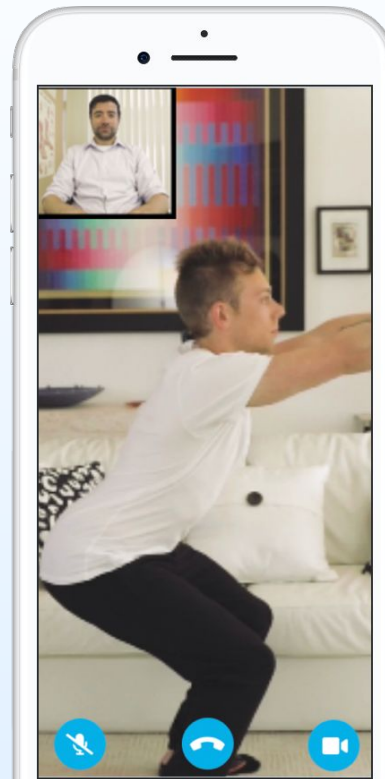
Enrollment

Physical Therapist Appointment & Personalized Program Assignment

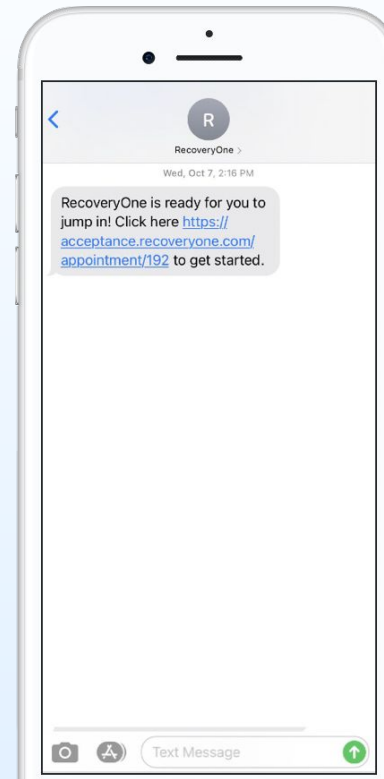
Start Appointment



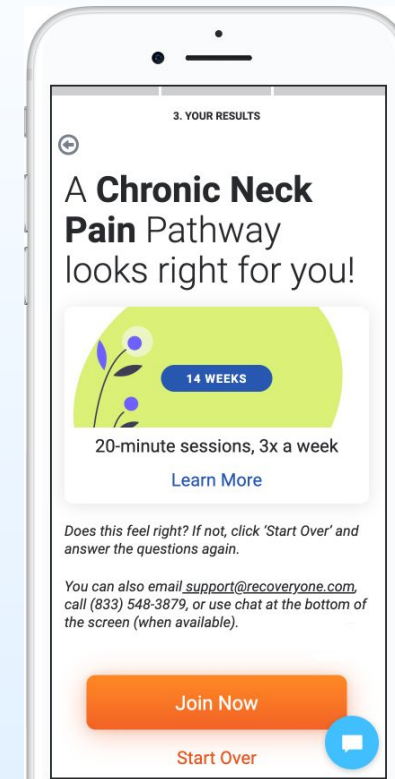
Appointment with ROne PT



RecoveryOne Acceptance



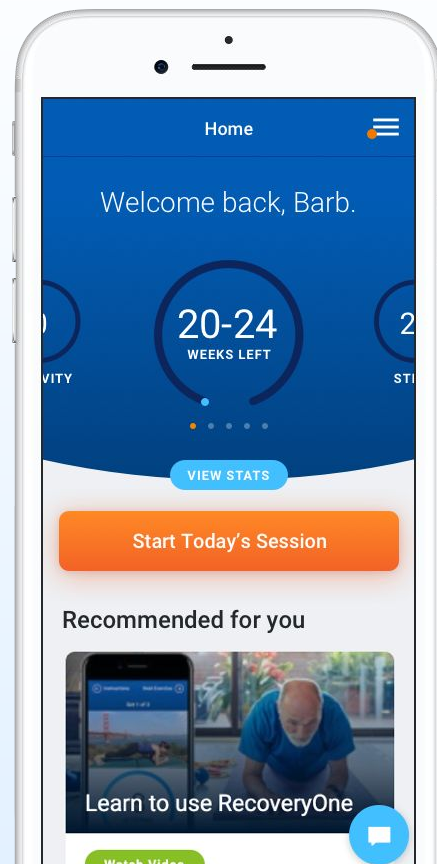
Personalized Pathway Assignment



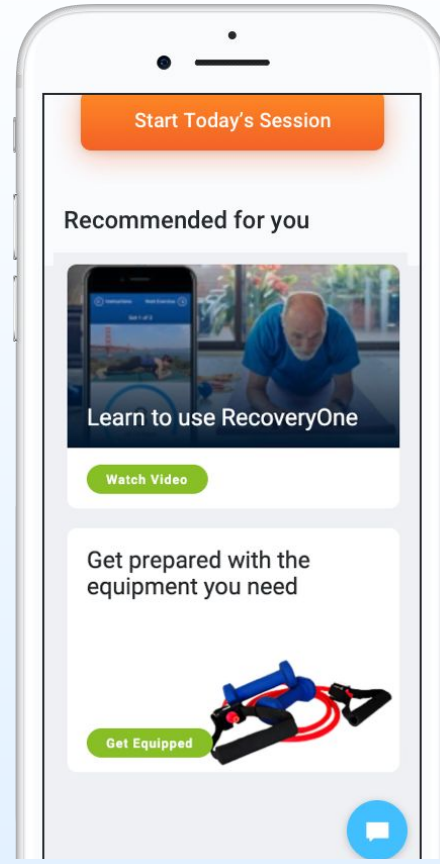
Program Experience

On-Demand Exercise Sessions

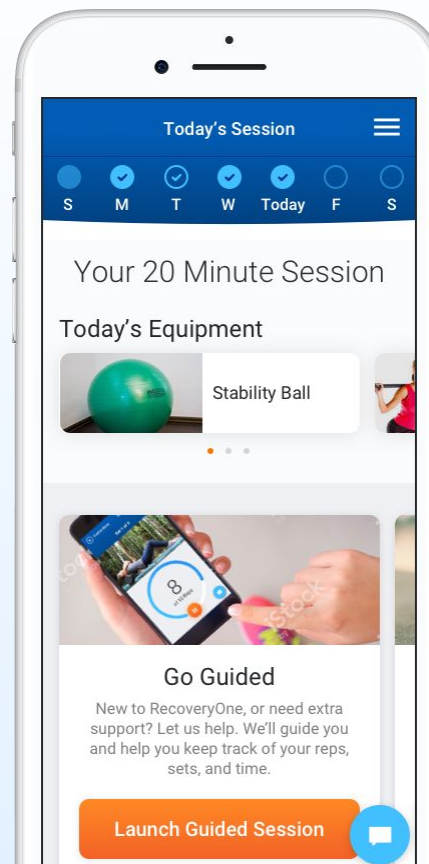
Homepage



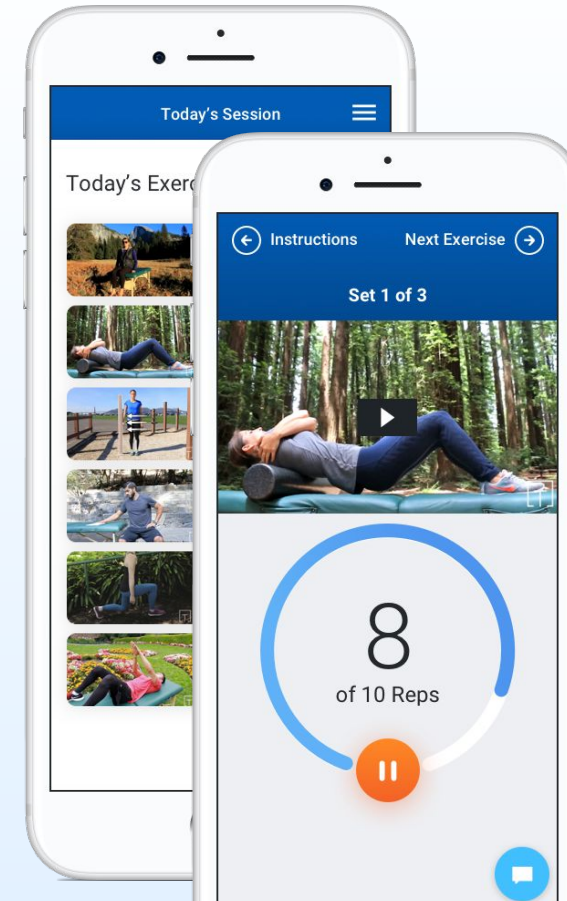
Request Equipment Kit



Launch On-Demand Session



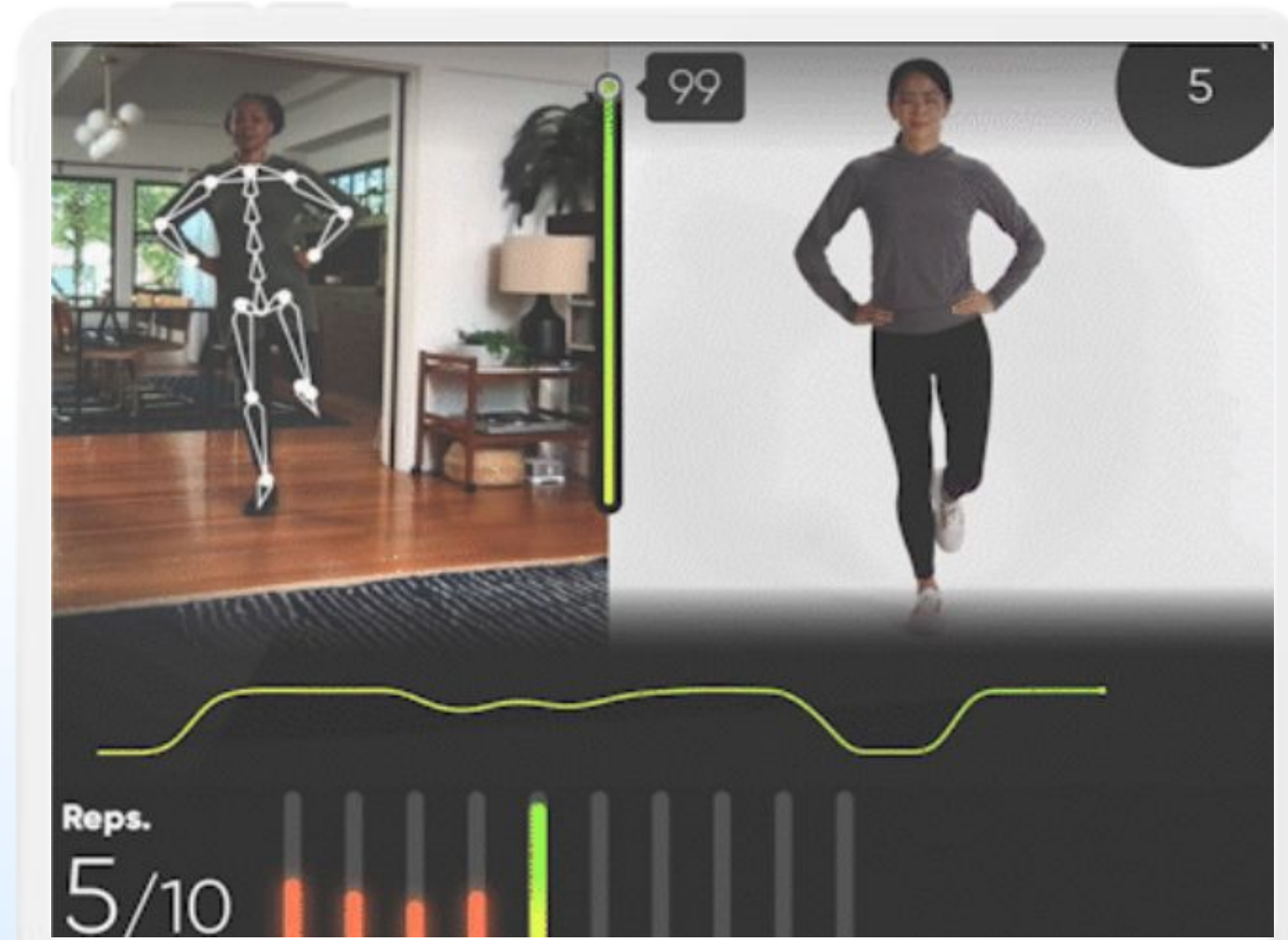
Exercises within Session*



*When available, exercises are supported by Motion Trainer in place of the exercise videos. Motion Trainer is available on 50+ program pathways.

Program Experience

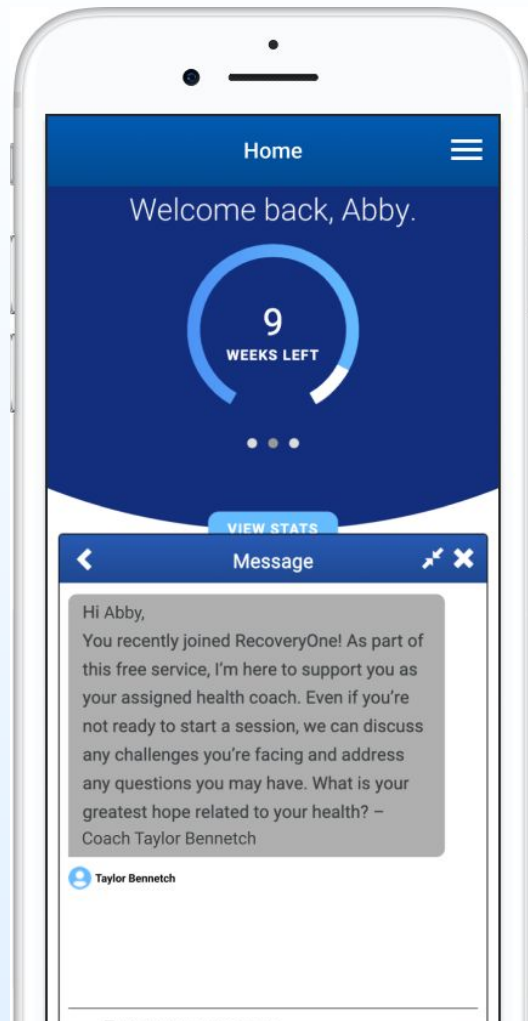
On-Demand Exercise Sessions: Motion Trainer



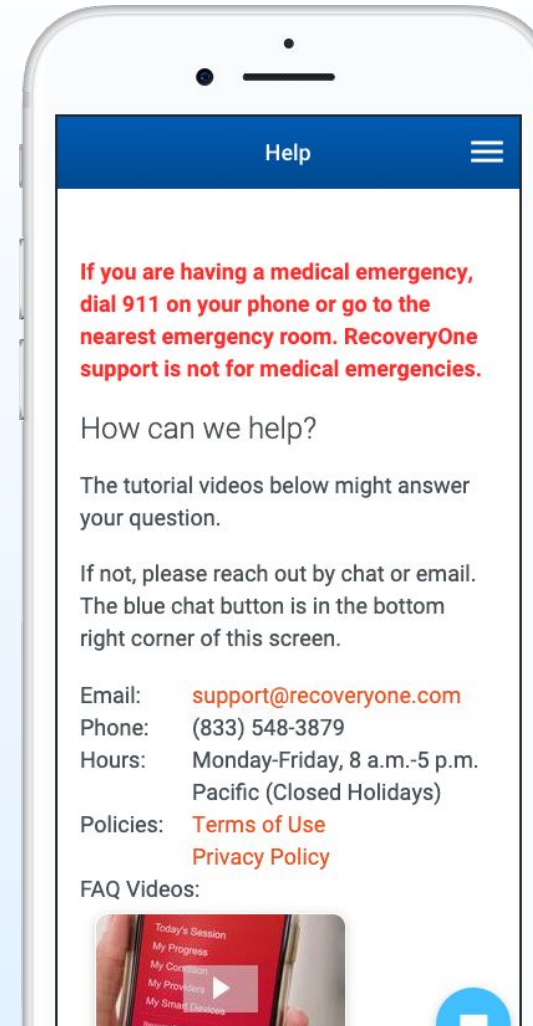
*When available, exercises are supported by Motion Trainer in place of the exercise videos. Motion Trainer is available on 50+ program pathways.

Program Experience

Coaching & Clinical Support



Health Coach In-App (or phone) Messaging



Clinical & Technical Support

Program Experience

Data-Driven Physical Therapist Intervention

Exercise Feedback

How did it feel?

There's no right or wrong answer. Let us know how it felt so we can better customize your sessions.

Easy **Just Right** Challenging (But I Like It)

Painful Confusing Difficult (I Didn't Like It)

Is there any feedback you'd like our PTs to review? (optional) We will reach out soon, if needed.

My experience was...

Add to my favorites.

Submit

Weekly Pain & Function Surveys

This weekly scale gives your healthcare provider insight into your pain level. On a scale of 0-100, how would you rate your pain level this week?

0 No Pain **Confirm**

How well are you able to fully use your ankle for your typical weekly activities? (0 = unable to use at all, 100 = full normal use)

Submit

Patient Reported Outcome Measures

Your Answers Are Critical

We would like you to answer a series of important questions. Your responses will help us map your progress through recovery.

Hip Dysfunction And Osteoarthritis Outcome Score (HOOS)

Answer Now

Remind me later

1 / 40

Do you feel grinding, hear clicking or any other type of noise from your hip?

Never

Rarely

Sometimes

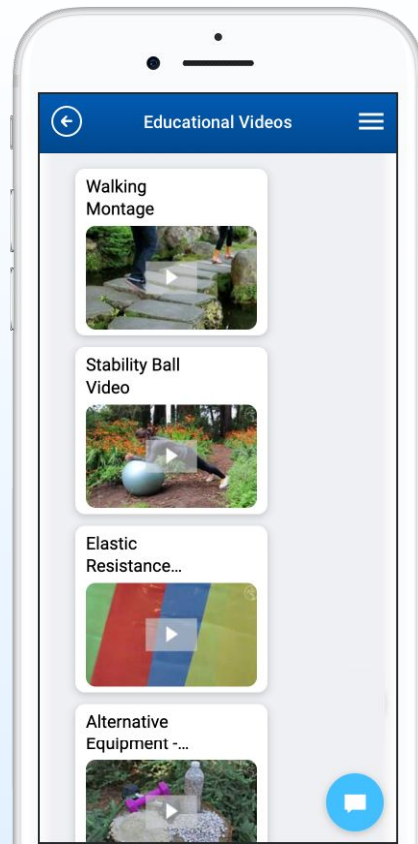
Often

Always

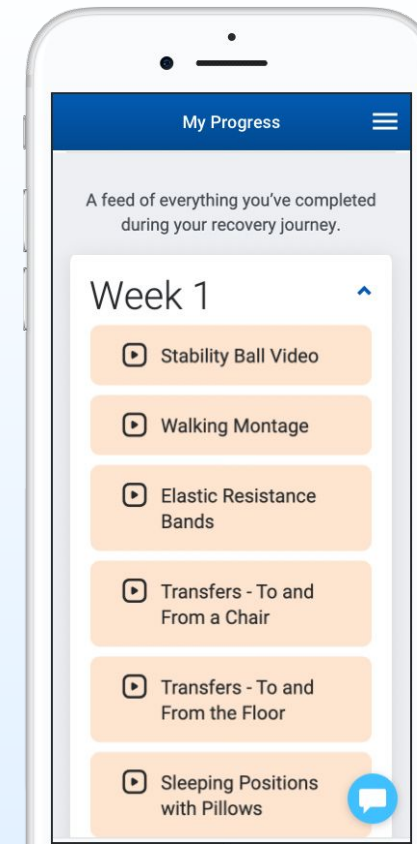
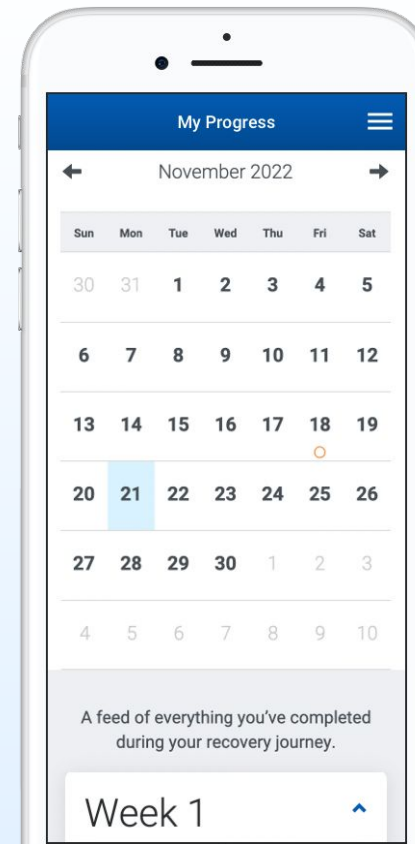
Program Experience

Educational Resources & Progress Tracking

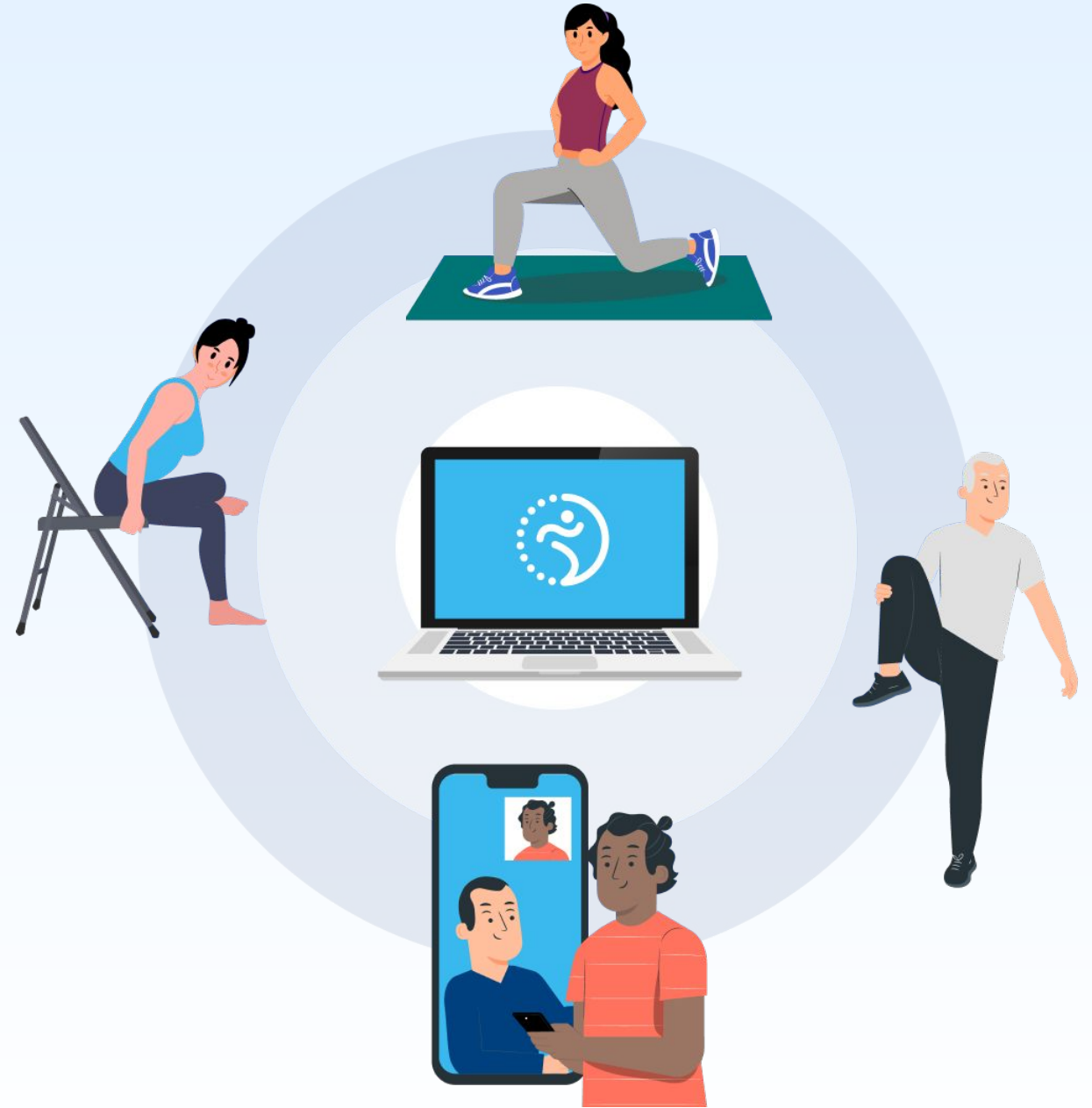
Educational Videos



Progress Tracking



APPENDIX



RecoveryOne Overview Video

