



SWORD Physical Therapy Alternative Program

FAQs

1. What is SWORD?

SWORD is a physical therapy alternative program for back, joint and muscle pain that combines the best in human care with easy-to-use technology to provide a more convenient option than traditional in-person physical therapy.

2. Is SWORD physical therapy?

With SWORD, you are matched with a real physical therapist (PT) who designs your exercise program and is there (virtually) for you through the program, so you are participating in physical therapy but not traditional in-person physical therapy.

3. What conditions does SWORD treat?

SWORD can treat pain for the lower back, shoulder, neck, hip, knee, elbow and ankle at this time, with plans to expand to additional treatments.

4. Do I need a prescription or referral from a doctor?

No prescription or doctor's orders are needed.

5. Can I continue with my in-person physical therapy and do SWORD at the same time?

You shouldn't feel the need to continue your in-person physical therapy. SWORD programs cover all the areas that need to be addressed to deliver effective results to members.

6. Does SWORD work?

Yes, studies show that members achieve a 30% improvement over conventional physical therapy and reduce pain levels by 70% in just 8 weeks.

7. What is included in the SWORD physical therapy alternative kit?

Your SWORD kit includes a tablet, motion sensors and access to the program with support from a licensed physical therapist.

8. Can I keep the tablet after the program?

As much as our members typically love the tablet, we do ask for it to be returned, and a pre-paid return shipping label is provided.

9. How long does the SWORD program last?

Everyone is different, so there is not a fixed amount of time. Your physical therapist will work with you to set goals and develop a plan and timeframe to achieve them. Typically, this will consist of an initial period of 8-12 weeks, followed by a less intensive continuity period designed to sustain your progress.

10. Can I continue after the 8-12 week program?

After the initial period, your physical therapist will help you craft a plan to incorporate exercise and activity into your life in a way that works for you. This may include one or two sessions of exercise per week with the SWORD kit. Your PT will remain available at all times, and will be checking in on you regularly.

11. Will I always have the same PT?

Yes, the PT you're matched with will accompany you throughout your program. However, if for some reason you would like a different PT, we can match you with a different person.

12. How do I talk with my assigned PT?

The best way to communicate with your PT is through the chat feature of the app and video calls. But a regular phone call is also an option.

13. Does SWORD have an App?

Yes, the SWORD Health app is available in the App Store for iOS devices and on Google Play for Android devices.

14. How much does it cost to join SWORD?

SWORD is free to you with your Concordia Health Plan benefits.

15. Is there an age requirement to join SWORD?

Members must be at least 18 years of age. There is no upper age limit.

16. How do I enroll in SWORD?

To get started, visit join.swordhealth.com/concordia.

17. Can my family members join SWORD?

SWORD is available to eligible adult family members age 18 and older enrolled in the Concordia Health Plan. Workers enrolled in GeoBlue, Premium Plus or who are retired are **NOT** eligible.

18. What does SWORD do with my data?

You can find the complete description of our uses and disclosures of information in our [Notice of Privacy Practices](#) and [Privacy Policy](#), both available on the SWORD website.

19. Does SWORD have a non-English language program and PTs who speak other languages?

At this time, SWORD is only available as an English language program.

20. Who can I contact if I have any questions?

If you have any questions about the program, please email enrollment@swordhealth.com.