



Update - Protera Health Virtual Solution for Musculoskeletal, Back and Joint Pain

Most patients with back and joint pain need multidisciplinary, nonoperative treatment but lack access to these services. Protera Health can help your eligible patients through an accessible virtual solution. The result is better health and lower unnecessary costs for patients.

Protera Health was formed through a joint venture with Henry Ford Innovations. They deliver telehealth medical and physical therapy care, along with education and access to other services, through a web portal. They also provide nutrition counseling and pain management education to participants.

How the program works

Protera Health's goal is to improve a member's overall health outcome with patient reported outcome measures (PROMs). The member will complete a PROM assessment. Then, the virtual patient engagement tool assesses their health and provides health resources to manage musculoskeletal pain, back, or joint pain based on their results.

How members are contacted

There are two methods of contact for eligible members.

Method	Who will be contacted
Prospective outreach	<p>Members who have a recent diagnosis or appropriate claim indicating chronic pain in the following plans:</p> <ul style="list-style-type: none"> • All HAP Medicare Advantage members including: <ul style="list-style-type: none"> – HAP Medicare Complete Duals (HMO D-SNP) – HAP Medicare Complete Assist (PPO D-SNP) – HAP Medicare Diabetes and Heart (HMO C-SNP) -effective Jan. 1, 2026 • All HAP UAW Trust Commercial and Medicare Advantage members • Self-funded ASO Henry Ford Health Employer Group – effective Jan. 1, 2026
Retrospective outreach	<p>Members with a denied authorization for an MSK surgical procedure in the following plans:</p> <ul style="list-style-type: none"> • All HAP Medicare Advantage members including: <ul style="list-style-type: none"> – HAP Medicare Complete Duals (HMO D-SNP) – HAP Medicare Complete Assist (PPO D-SNP) – HAP Medicare Diabetes and Heart (HMO C-SNP) -effective Jan. 1, 2026 • All HAP UAW Trust Commercial and Medicare Advantage members • HAP Commercial HMO and PPO – Fully insured and self-funded ASO
There is no cost to these members and participation is voluntary.	

We wanted you to be aware of this resource for your patients.