

Frequently Asked Questions

What is Sword?

Sword is a virtual physical therapy program to help members treat preventative, chronic and post-surgical pain.

What conditions does Sword treat?

Sword can treat pain for the back, shoulder, neck, hip, knee, elbow, ankle and wrist.

Does Sword work?

Yes, studies show that members reduce pain levels by 70%* in just 8 weeks.

How do I enroll in Sword?

To get started, visit join.swordhealth.com/livewell/register

What is included in the Sword Digital Therapist® kit?

The Sword Digital Therapist® kit includes a tablet, motion sensors, and access to a virtual physical therapy program with support from a real physical therapist.

Can I keep the tablet after the program?

Once you finish the program and have achieved your goals, you move into maintenance mode. You get to keep your Sword Digital Therapist® kit, and we add an exercise program you can do a few times a week to stay limber and strong.

How long does the Sword program last? How long do sessions last? How often do I perform the sessions?

Everyone's pain is different, so there is not a fixed time, but programs typically consist of an initial period of 8-12 weeks. Sessions are usually 20-30 minutes and we recommend you complete sessions three to five days per week.

Can I continue after the initial period?

Yes, 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.

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Will I always have the same PT?

Yes, the PT you're matched with will accompany you throughout your program.

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Can I request a different PT?

Yes, if for some reason you'd like a different PT, we can match you with a different person.

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Do I do the sessions with my PT?

No. You perform your sessions on your own and do them at your own convenience. Your PT will review your results and give you feedback after your sessions.

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How do I contact my physical therapist and how frequently?

Check in between a member and a physical therapist is typically twice a week via chat or email. Video calls take place every four weeks. Text messages and phone calls are also available options.

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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.

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How much does it cost to join Sword?

Available to Citi medical plan enrolled employees, spouses, partners, and 18+ dependents at no additional cost as part of your Citi medical plan. No prescription or referral is required to enroll in Sword. In states where a referral is typically required for Physical Therapy, Sword will work on behalf of the member to fulfill this requirement with no member action needed.

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Can my family members join Sword?

Available to Citi medical plan enrolled employees, spouses, partners, and 18+ dependents at no additional cost as part of your Citi medical plan. No prescription or referral is required to enroll in Sword. In states where a referral is typically required for Physical Therapy, Sword will work on behalf of the member to fulfill this requirement with no member action needed.



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, however some of our PTs speak Spanish.

Will I be able to figure out the technology?

Even for people who are not very comfortable with consumer technology, the Digital Therapist[®] is very easy to set up and walks you right through the program. You always have access to your physical therapist if you need extra help getting things set up.

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Who can I contact if I have any questions?

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

