



# Investor Presentation

June 2025

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**Gabriel Mecklenburg**  
Co-founder & Executive Chairman

**Daniel Perez**  
Co-founder & CEO

Our vision is to **build a new health system** that transforms outcomes, experience and costs by using technology to **scale and automate the delivery of care** —  
**Starting with MSK**



Notes: Refer to glossary of terms in appendix. <sup>1</sup>As of March 31, 2025. <sup>2</sup>Revenue for the three-month period ended March 31, 2025. <sup>3</sup>Revenue for the three-month periods ended March 31, 2024 and 2025.

# Hinge Health at a glance

Automating the delivery of MSK care



## Technology platform with scaled care team

Delivers personalized and scalable care reflected in our improved Q1 non-GAAP gross margin from **71%** in 2024 to **81%** in 2025<sup>1,2</sup>



## Repeatable GTM sales motion

~**20M contracted lives**<sup>3</sup> across **2,300+ clients**<sup>4</sup>



## Robust partnership network

**50+ partners**<sup>4</sup> including **5 of the 5<sup>4</sup> largest national health plans**<sup>5</sup> & **top 3<sup>4</sup> PBMs**<sup>6</sup>



## Scaled and growing, with strong cash flow

**\$507M** Q1'25 LTM calculated billings<sup>7</sup> (**52% YoY growth**<sup>8</sup>)  
**\$124M** Q1'25 revenue<sup>9</sup> (**50% YoY growth**<sup>10</sup>)  
**\$4M** Q1'25 FCF<sup>9,11</sup> (**\$38M YoY growth**)<sup>11,12</sup>

Notes: Refer to glossary of terms in the appendix. <sup>1</sup>See appendix for a description of non-GAAP gross margin and a reconciliation to the most comparable GAAP financial measure. <sup>2</sup>Non-GAAP gross margin for the three-month periods ended March 31, 2024 and 2025. <sup>3</sup>As of December 31, 2024. <sup>4</sup>As of March 31, 2025. <sup>5</sup>Based on number of self-insured lives as of December 31, 2024. <sup>6</sup>Pharmacy benefit managers (PBMs) ranked based on market share as of 2024. <sup>7</sup>LTM calculated billings for the twelve-month period ended March 31, 2025. <sup>8</sup>LTM calculated billings for the twelve-month periods ended March 31, 2024 and 2025. <sup>9</sup>Revenue and free cash flow for the three-month period ended March 31, 2025. <sup>10</sup>Revenue for the three-month periods ended March 31, 2024 and 2025. <sup>11</sup>See appendix for a description of free cash flow and a reconciliation to the most comparable GAAP financial measure. <sup>12</sup>Free cash flow for the three-month periods ended March 31, 2024 and 2025.



# MSK costs are too big to ignore...

...with the majority driven by surgery, imaging and physical therapy

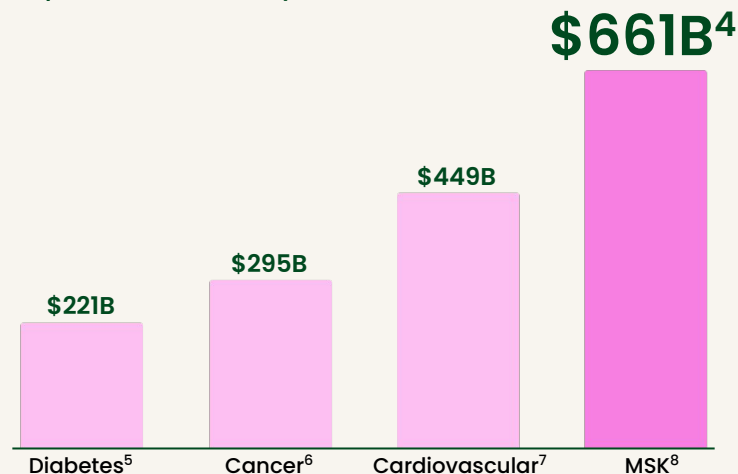
**~40%**

of adults in the U.S. suffer from an MSK disorder<sup>1</sup>

**~9%**

of adults in the U.S. pursue in-person physical therapy<sup>2</sup>

Annual aggregate total direct health spend estimates by condition<sup>3</sup>



Notes: <sup>1</sup>Estimated prevalence in 2021 based on Institute for Health Metrics and Evaluation ("IHME") data. WHO Rehabilitation Need Estimator (2021), IHME, University of Washington. <sup>2</sup>Estimated average in 2023 based on health claims data obtained from a de-identified medical claims database representing more than 100 million commercially insured lives from January 1, 2017 through December 31, 2022, across all U.S. states and territories. <sup>3</sup>Health Advances: 2023 MSK Total Addressable Market Analysis (January 2025). <sup>4</sup>Calculated using the number of all MSK patients receiving medical care in 2023 (~103 million) multiplied by the average annual MSK health spend per patient in 2023 (~\$6,400). <sup>5</sup>Diabetes diagnosis codes were derived from PurpleLab's curated and clinically-validated list of ~700 ICD codes for all diabetes types. <sup>6</sup>Cancer diagnosis codes were derived from PurpleLab's curated and clinically-validated list of ~2,600 ICD codes for all cancer types. <sup>7</sup>Cardiovascular disease diagnosis codes were derived from PurpleLab's curated and clinically-validated list of ~1,600 ICD codes for all cardiovascular conditions. <sup>8</sup>Health Advances used PurpleLab's cohort pulled to query PurpleLab's open claim database for any patient that had a medical and/or pharmacy claim with an MSK ICD9CM and/or ICD10CM code listed as the primary diagnosis.

# Hinge Health benefits members, clients and partners



## Members

- No co-pay
- Real, positive outcomes
- Designed to be accessible anywhere, anytime, on a device of their choosing
- Personalized and engaging
- 4.9 star rating from the Apple App Store<sup>1</sup> and Google Play Store<sup>1</sup>



## Clients

- Great member experience
- Measurable outcomes and cost savings opportunity in a top spend category
- Simplicity of implementation
- Estimated 2.4x average ROI<sup>2</sup>
- Client NPS of 87<sup>3</sup>
- Ability to attract and retain talent



## Health plans & other partners

- Innovative, outstanding member experience
- Incremental cost savings opportunity
- Single, extensive MSK offering for clients
- Population risk stratification and intervention

Notes: <sup>1</sup>As of December 31, 2024 <sup>2</sup>Based on a study conducted by Hinge Health in 2022 to estimate the cost savings to our clients as a result of their employees using our chronic program, including control-matched MSK medicals claims analysis of 136 employers across 46 industries with over 4,200 members and over 4,200 matched control participants. <sup>3</sup>Net promoter score (NPS) as of October 31, 2024.

# Our platform

Addressing the challenges within MSK care

# Reimagined MSK care — automating the delivery of care



Bespoke care plans via  
personalization engine



Care algorithm continuously  
improves with every data point



Exercise therapy AI-powered  
motion tracking technology



Non-addictive pain relief  
through Enso



Scaled care team supported  
with AI and software

## Today

### Chris' daily playlist

12 min · Back, Shoulder, Neck

Start

### Let's get moving!

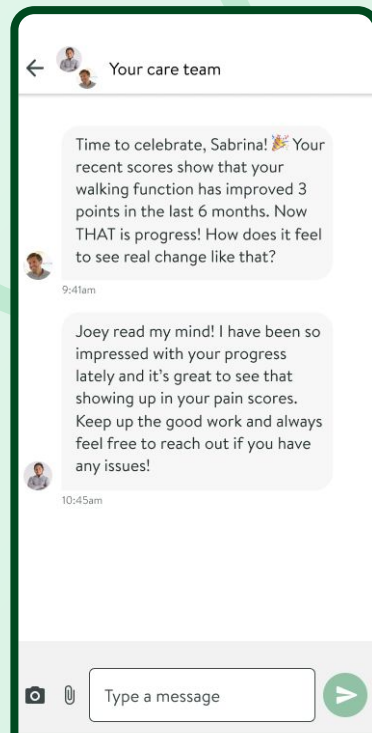
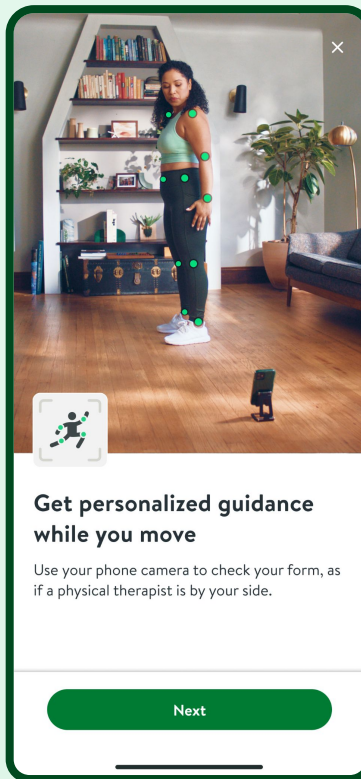
Get your questions answered  
by a physical therapist.

Book a PT visit

### Enso

Pain relief treatment

Continue



# Spectrum of MSK care

## Intake




**What would you like to focus on?**  
Select up to three areas

- ☒ Neck/Upper back
- ☐ Shoulder
- ☒ Lower back
- ☐ Elbow
- ☐ Wrist
- ☐ Hand
- ☐ Hip

## Personalized care plan

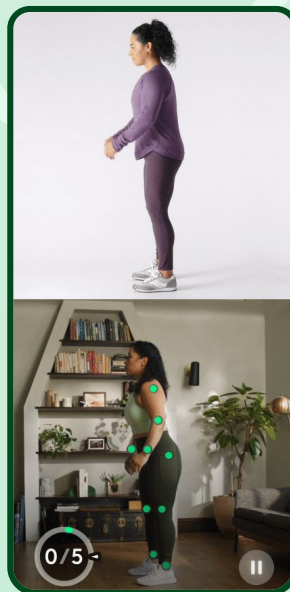
**Exercise Therapy**  
Level 1 • 15 min [Change](#)

Equipment needed  
[Table](#)

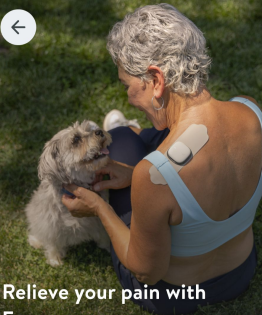
-  **Squat**  
40s • Strength
-  **Lunges**  
40s • Strength
-  **Woodpecker**  
40s • Mobility

[Begin](#)

## Exercise therapy



## Pain relief



**Relieve your pain with Enso**

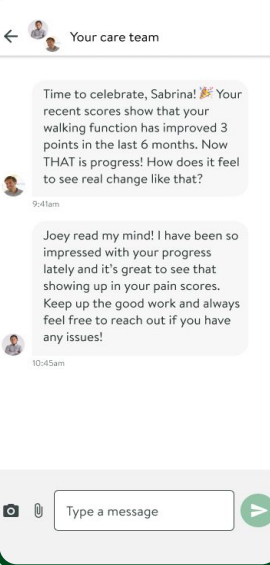
Enso works by sending high frequency electric pulses in a unique pattern that produces natural, pain relieving endorphins. This results in pain relief that is non-invasive.

Setup takes 2 minutes.

[Begin Setup](#)

Enso hasn't arrived? [Learn more first](#)

## Care team

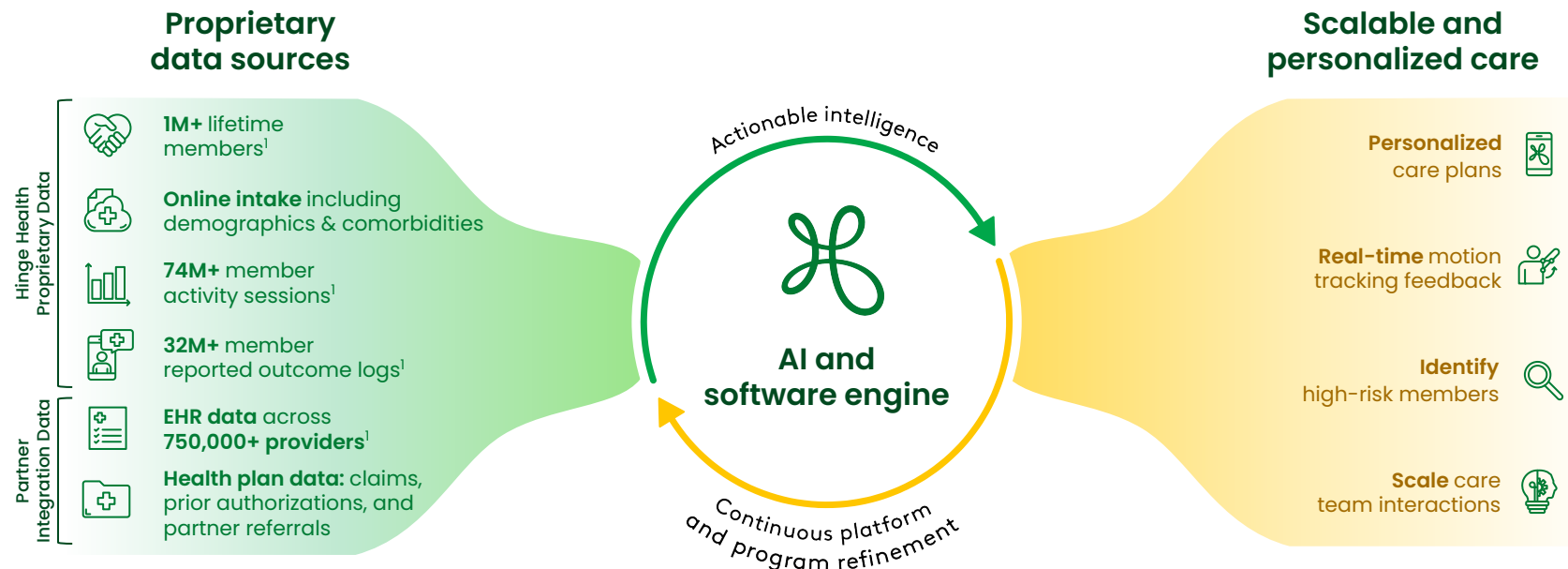


Time to celebrate, Sabrina! 🎉 Your recent scores show that your walking function has improved 3 points in the last 6 months. Now THAT is progress! How does it feel to see real change like that?

Joey read my mind! I have been so impressed with your progress lately and it's great to see that showing up in your pain scores. Keep up the good work and always feel free to reach out if you have any issues!

Type a message

# Proprietary AI-driven database for personalization, engagement and scale



Note: Refer to glossary of terms in appendix. <sup>1</sup>As of March 31, 2025.

## TrueMotion® — integrated AI motion tracking technology

- ✓ **Patented technology tracks** and measures over 100 unique points across the body
- ✓ **Provides in app real-time feedback** and form correction
- ✓ **Powers robust remote care** by collecting insights from TrueMotion exercise sessions, enabling physical therapists to monitor, adjust and personalize care plans
- ✓ **No hardware required**, designed to be used anywhere, anytime with a phone or tablet







## Enso® — proprietary technology solution for pain relief

- ✔ FDA-cleared device
- ✔ Non-addictive, non-invasive pain relief using electrical nerve stimulation
- ✔ Seamlessly integrated into the Hinge Health platform
- ✔ 7 issued and 9 pending patents<sup>1</sup>

Notes: <sup>1</sup>As of December 31, 2024.



# AI-powered care team



Licensed doctors of physical therapy (DPT)



Board-certified health coaches

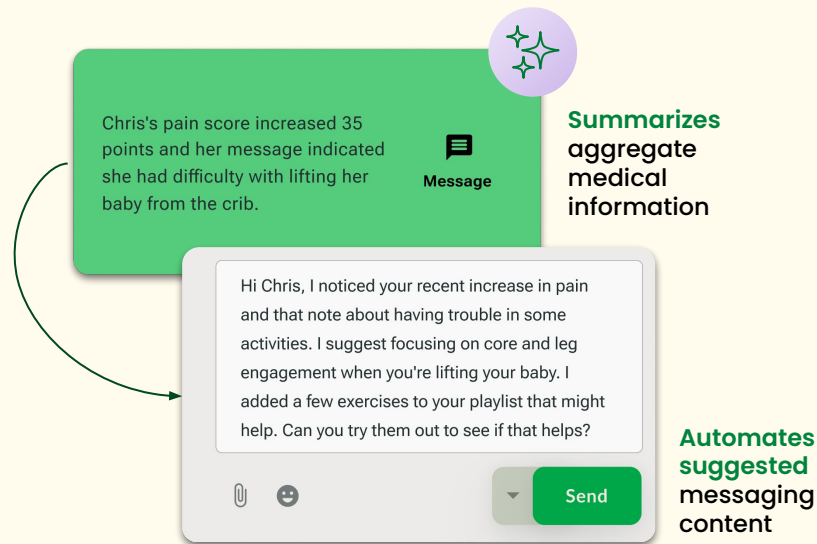


Orthopedic specialists

**~95%** Reduction in human care team hours associated with traditional physical therapy<sup>1</sup>

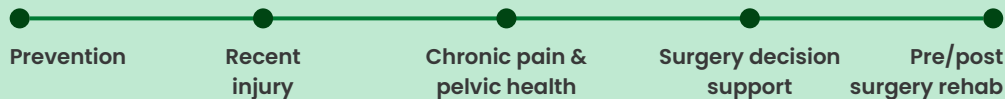
Notes: Refer to glossary of terms in appendix. <sup>1</sup>We estimate the reduction in human care team hours enabled by our platform by assuming an average of 11 outpatient orthopedic patients are treated with in-person physical therapy per eight-hour day. Assuming in-person physical therapy is delivered eight hours a day, five days a week and 48 weeks a year, each physical therapist can deliver approximately 2,640 sessions per year. Our platform delivered approximately 25 million exercise therapy sessions in 2024, which were facilitated by 438 care team employees on staff for an average of approximately 57,750 sessions per year per care team employee.

## AI-supported care team assistant



**Enables care team to be more cost-effective** while enhancing member retention and engagement

# Delivering accessible and personalized MSK care



# Constantly innovating for our members

New program and product innovations



**Women's Pelvic Health**  
*Launched in 2022*

**Fall Prevention**  
*Launched in 2023*



**TrueMotion**  
*Launched in 2024*

**Enso M3**  
*Launched in 2024*



**Global Program**  
*Launched in 2024*

**Menopause**  
*Launched in 2025*



# Empowering members throughout their lives

Members can use Hinge Health consistently or can engage and re-engage over time

## Offering MSK care for all life stages

Average member age of 47<sup>1</sup>

### 20s – 30s

Aching and stiffness from sitting all day at work

### Early 30s

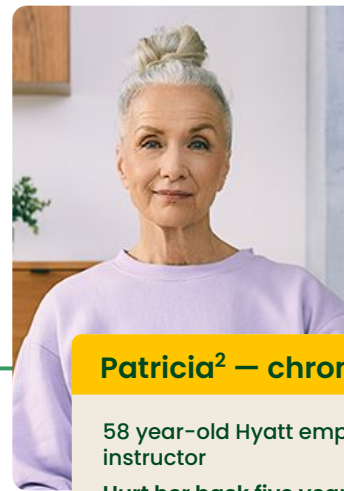
Pelvic exercises to prepare for childbirth

### 40s

Treating chronic pain caused by injuries

### 50s – 60s+

Increased independence and improved quality of life through fall prevention



### Patricia<sup>2</sup> — chronic back pain

58 year-old Hyatt employee & part-time Pilates instructor

**Hurt her back five years ago exercising and has had back pain ever since**

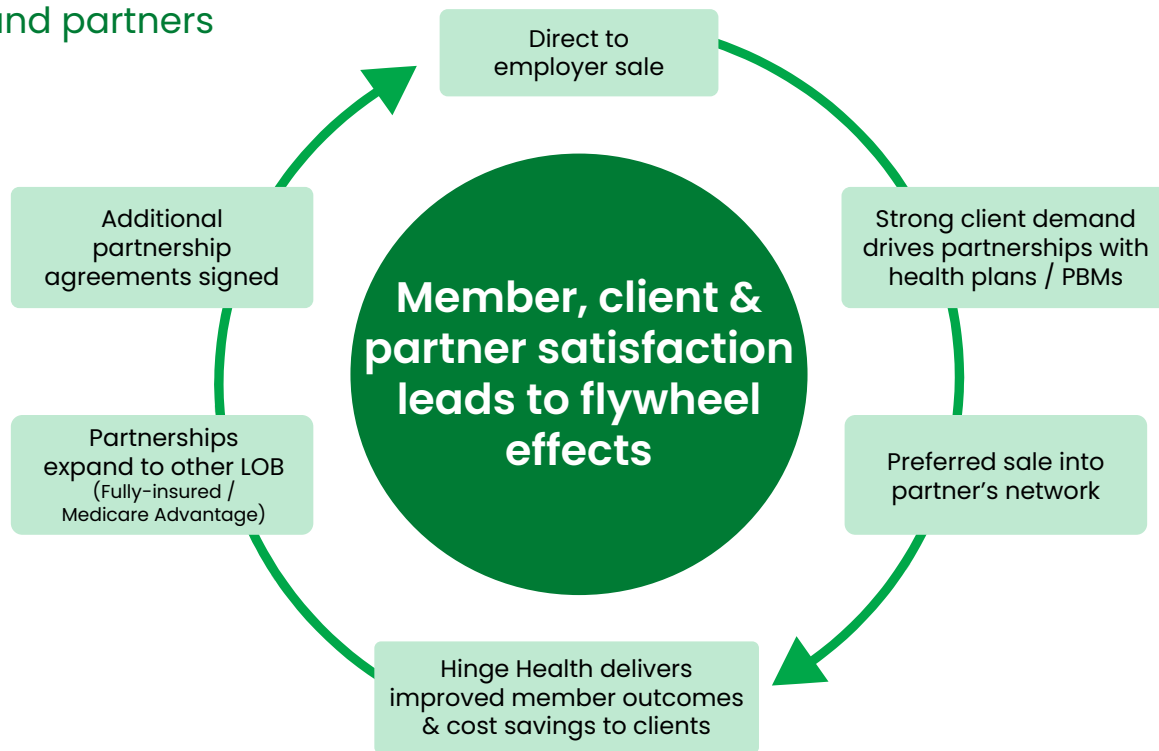
- Started doing physical therapy exercises using Hinge Health's app and back felt much better after six months
- Stopped using Hinge Health and started teaching pilates classes again
- Back flared up when she was picking up her grandchild and jumped back into the app in year three

Notes: <sup>1</sup>As of December 31, 2024. <sup>2</sup>Fictional Hinge Health member, for illustrative purposes only.

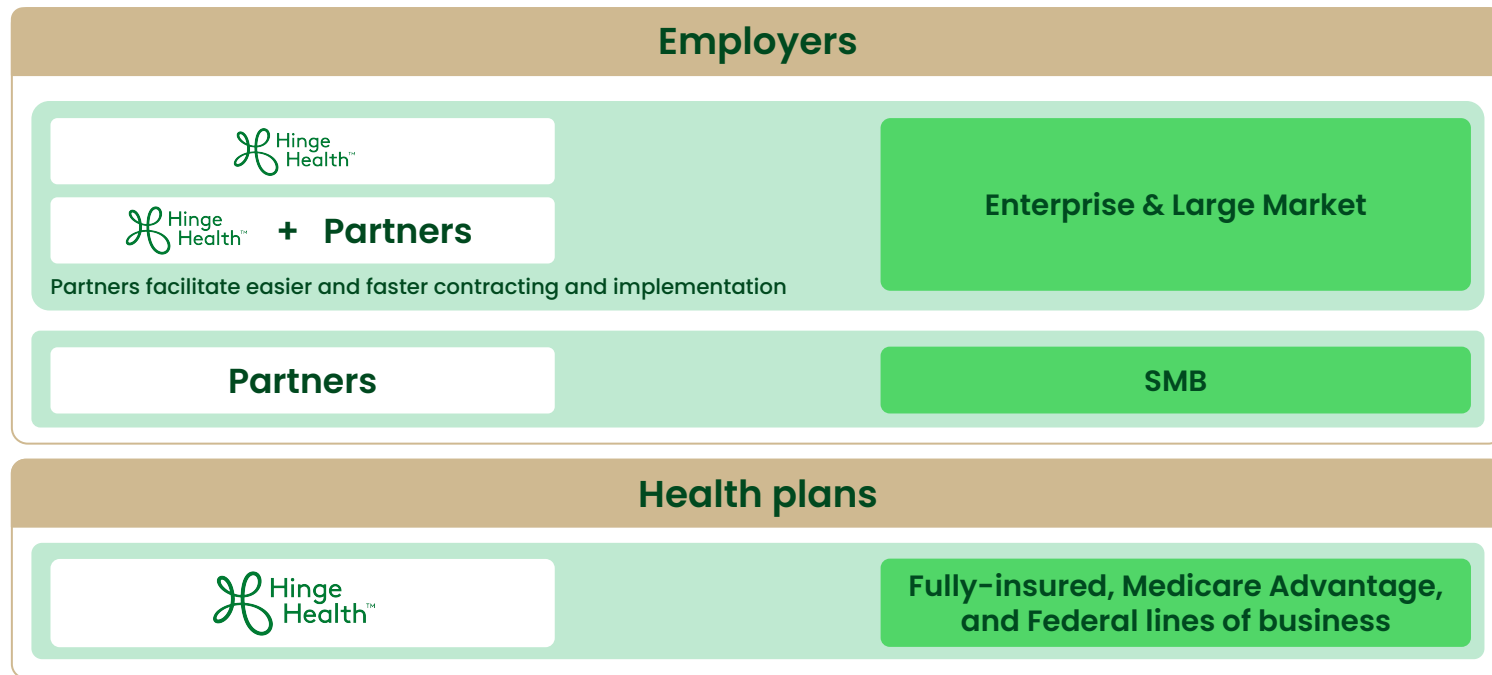
# Go-to-market

## Efficient, targeted sales model

Leveraging direct client relationships and partners



# Simple sales motion driven by Hinge Health & accelerated by partners



## Deep integration with our partners

50+

Partnerships with health plans, PBMs, 3rd party administrators and other entities<sup>1</sup>

5/5

Largest national health plans<sup>1,2</sup>

3/3

Top PBMs<sup>1,3</sup>

100%

Partner retention<sup>1,4</sup>

Notes: <sup>1</sup>As of March 31, 2025. <sup>2</sup>Based on number of self-insured lives as of December 31, 2024. <sup>3</sup>Pharmacy benefit managers (PBMs) ranked based on market share as of 2024. <sup>4</sup>Includes the partners that we chose to work with since inception, excluding partners who were acquired.



# Companies across a broad range of sizes choose Hinge Health as their MSK solution

Representing over 25+ industries

**2,300+** clients<sup>1</sup>

**49%** of Fortune 100<sup>2</sup>

**42%** of Fortune 500<sup>2</sup>

**87** Client NPS<sup>3</sup>

**98%** Client retention<sup>4</sup>

Notes: Refer to glossary of terms in appendix <sup>1</sup>As of March 31, 2025. <sup>2</sup>As of December 31, 2024. <sup>3</sup>As of October 31, 2024. <sup>4</sup>Twelve-month client retention rate as of December 31, 2024.

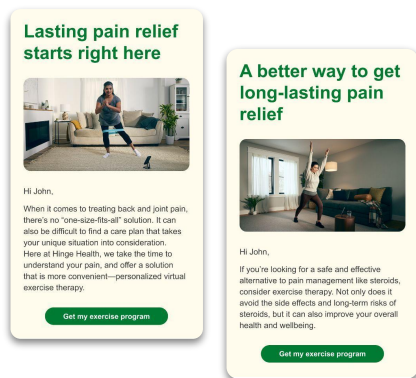


Morgan Stanley



# Our member lifecycle journey

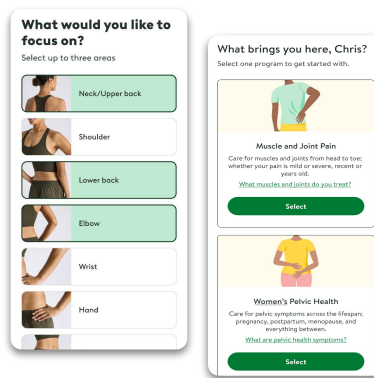
## 1 Target members and build awareness



**Target via HingeConnect**, AI-driven database for member identification and engagement

**Build Awareness** via a multi-channel approach to enroll members with efficient mix of free and paid acquisition channels

## 2 Member enrollment ramp

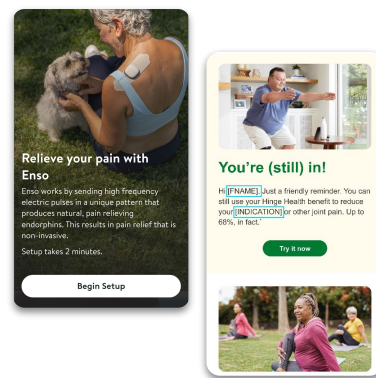


**Quick deployment** across member base, start exercise therapies right after intake

**Use consistently** for a lifestyle of movement

**Use for shorter, episodic cycles** to get through flare-up pain and may **cycle off once outcomes have improved**

## 3 Member retention and re-engagement



**Enso** for non-addictive and non-invasive pain relief

**New programs** designed to drive re-engagement

**Re-targeting** with relevant programs utilizing HingeConnect data

## Members love us & are engaged

The top-rated digital MSK app in the Apple App Store and Google Play Store

**1M+** Lifetime members<sup>1</sup>

~80K reviews<sup>2</sup>, 4.9★ average rating

**9/10** Member satisfaction<sup>3</sup>

Addressing needs across demographics, occupations, and lifestyles

**34** Treatment sessions completed by members in their first year<sup>4</sup>

Notes: Refer to glossary of terms in appendix. <sup>1</sup>As of March 31, 2025. <sup>2</sup>Combined number of reviews from the Apple App store and Google Play store as of December 31, 2024. <sup>3</sup>As of December 31, 2024, approximately nine out of ten members surveyed by us reported being satisfied with our programs. <sup>4</sup>Average treatment sessions completed by members in their first year in 2024.



"I worked with my Hinge Health care team to create an **exercise routine that was customized for me**. I've seen the **benefits, not just physically, but also mentally**. I was so grateful Hinge Health was there. I was able to **avoid surgery.**"

**John B.**

**Member enrolled in back, ankle, neck and hip programs**

# Validated by peer-reviewed studies and outcomes data



**68%** Avg reduction in reported back and knee pain<sup>1</sup>

Lower rates of opioid prescription compared to non-participants<sup>2</sup>

58% average reduction in reported depression and anxiety<sup>1</sup>

**67%** Avg reduction in reported expectations of surgery in the next year<sup>1</sup>

56% fewer spinal fusion surgeries compared to matched non-participants<sup>3</sup>

**19** Peer-reviewed research articles and studies and outcomes analyses

Stanford University  
University of California, San Francisco  
Vanderbilt University  
University of Rhode Island  
University of Washington  
University of Texas at Austin

Notes: <sup>1</sup>Digital Care for Chronic Musculoskeletal Pain: 10,000 Participant Longitudinal Cohort Study, Bailey et al. (2020) J. Med. Internet Res. <sup>2</sup>Opioid initiation one year after a digital musculoskeletal (MSK) program: an observational, longitudinal study with comparison group. Wang et al. (2023) J. of Pain Research. <sup>3</sup>Yadav, Sandhya et al. Spinal fusion surgery use among adults with low back pain enrolled in a digital musculoskeletal program: an observational study. BMC Musculoskeletal Disorders 25, 520 (2024). This study was sponsored, funded, or supported by Hinge Health.

# Hinge Health can save real money for clients

Estimated \$2,387 average cost savings (~2.4x ROI)<sup>1</sup>

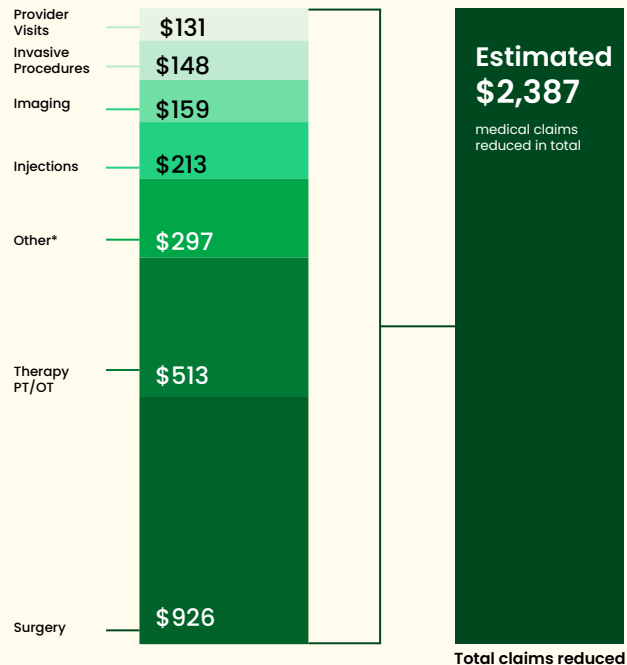
The largest reductions in MSK service were in imaging, injections, DME, and surgery

Majority of medical claims reduction was from lower surgery costs (39% lower)

- ✓ **Real-world population**  
8,400+ participants, 136 clients, 46 sub-industries
- ✓ **Methodology externally reviewed by a global leader in actuarial science**  
Blinded and independent data, control matched study

Note: <sup>1</sup>Based on a study conducted by Hinge Health in 2022 to estimate the cost savings to our clients over a 12-month period as a result of their employees using our chronic program, including control-matched MSK medicals claims analysis of 136 employers across 46 industries with over 4,200 members and over 4,200 matched control participants.

Hinge Health members enrolled in chronic program vs. control group savings per member by service type



\* includes DME, Testing (e.g. laboratory), Emergency Department, and all other services

# Our competitive edge

We seek to be the best solution on the market,  
the most validated and the easiest to buy

## Scale



**Leader**  
in scale



**Comprehensive offerings**  
across care continuum



**19 peer-reviewed** research  
articles and studies and  
outcomes analyses

## Technology & AI



**Scalable & personalized**  
**care** automated by  
TrueMotion



**Smart use of**  
connected hardware



**AI-supported** care team  
powered by HingeConnect

## Go-to-Market



**Efficient and repeatable**  
Go-To-Market motion



**Strong partnerships** with  
health plans and PBMs



**Integration** with claim  
feeds and EHRs

## Business Model



**Flexible recurring revenue**  
business model



**Capex-light, efficient**  
operating model

**2.4x**

**Estimated ROI for clients,**  
driving compelling  
retention metrics<sup>1</sup>

Notes: <sup>1</sup>Based on a study conducted by Hinge Health in 2022 to estimate the cost savings to our clients as a result of their employees using our chronic program, including control-matched MSK medical claims analysis of 136 employers across 46 sub-industries with over 4,200 members and over 4,200 matched control participants.

# Financial overview

# Key financial highlights

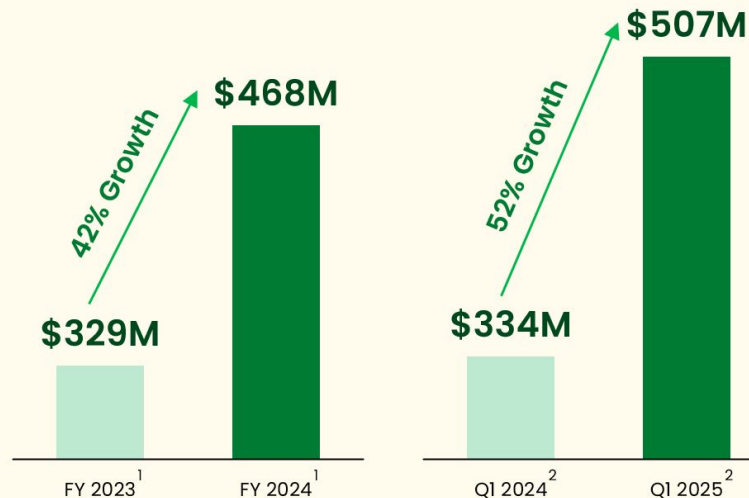
Revenue at scale	<b>\$507M</b> LTM calculated billings <sup>1</sup> <b>\$124M</b> Q1 2025 revenue <sup>2</sup>
Compelling growth profile	<b>52%</b> YoY LTM calculated billings growth <sup>3</sup> <b>50%</b> YoY Q1 revenue growth <sup>4</sup>
Sticky client relationships	<b>98%</b> client retention rate <sup>5</sup> <b>117%</b> net dollar retention rate <sup>5</sup>
Efficient operating model and recent expansion in margin profile	Q1 non-GAAP gross margin <sup>6</sup> grew from <b>71%</b> in 2024 to <b>81%</b> in 2025 <sup>7</sup>
Strong cash flow	Q1 free cash flow <sup>8</sup> increased from <b>(\$34M)</b> in 2024 to <b>\$4M</b> in 2025 <sup>9</sup>
Positive net income	Q1 net income (loss) increased from <b>(\$26M)</b> in 2024 to <b>\$17M</b> in 2025 <sup>10</sup>

Notes: Refer to glossary of terms in appendix. <sup>1</sup>Calculated billings for the twelve-month period ended March 31, 2025. <sup>2</sup>Revenue for the three-month period ended March 31, 2025. <sup>3</sup>Calculated billings for the twelve-month periods ended March 31, 2024 and 2025. <sup>4</sup>Revenue for the three-month periods ended March 31, 2024 and 2025. <sup>5</sup>Twelve-month client and net dollar retention rates as of December 31, 2024. <sup>6</sup>See appendix for a description of non-GAAP gross margin and a reconciliation to the most comparable GAAP financial measure. <sup>7</sup>Non-GAAP gross margin for the three-month periods ended March 31, 2024 and 2025. <sup>8</sup>See appendix for a description of free cash flow and a reconciliation to the most comparable GAAP financial measure. <sup>9</sup>Free cash flow for the three-month periods ended March 31, 2024 and 2025. <sup>10</sup>Net income (loss) for the three-month periods ended March 31, 2024 and 2025.

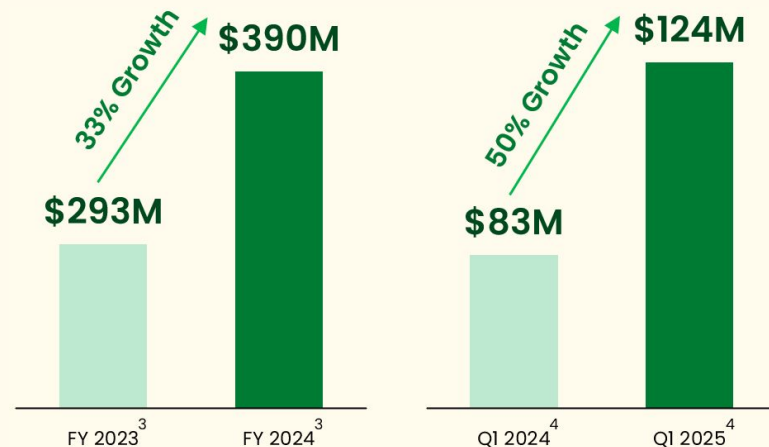


# Growth profile demonstrating rapid expansion at scale

## LTM calculated billings



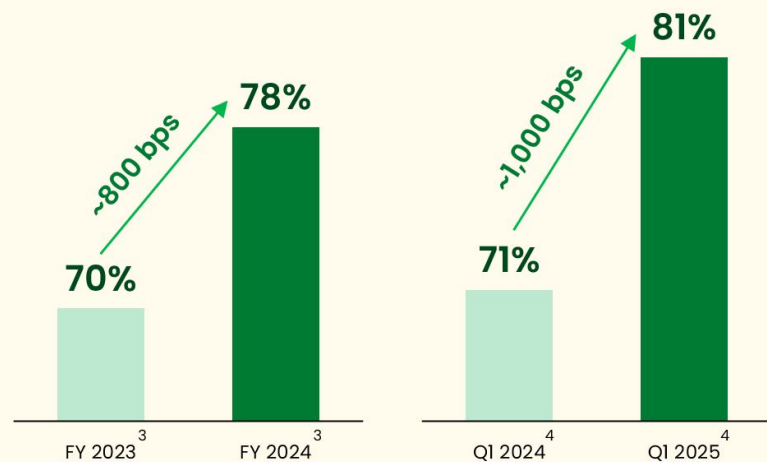
## Revenue



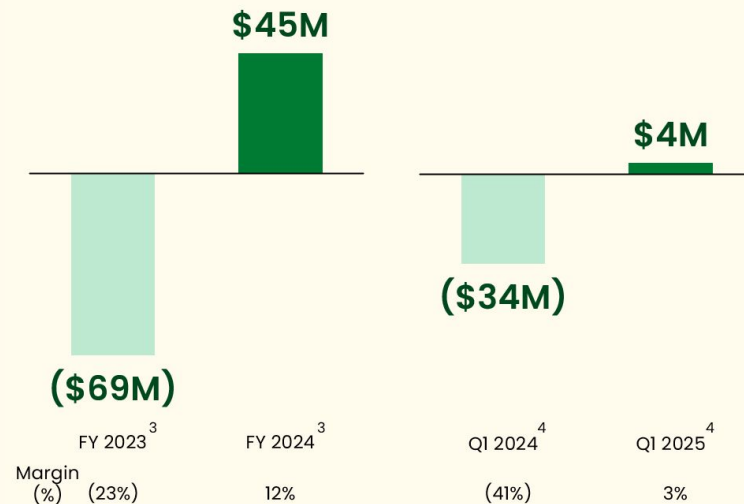
Notes: Refer to glossary of terms in appendix. <sup>1</sup>LTM calculated billings for the years ended December 31, 2023 and 2024. <sup>2</sup>LTM calculated billings for the twelve-month periods ended March 31, 2024 and 2025. <sup>3</sup>Revenue for the years ended December 31, 2023 and 2024. <sup>4</sup>Revenue for the three-month periods ended March 31, 2024 and 2025.

# Financial profile demonstrates significant operating leverage

## Non-GAAP gross margin<sup>1</sup>

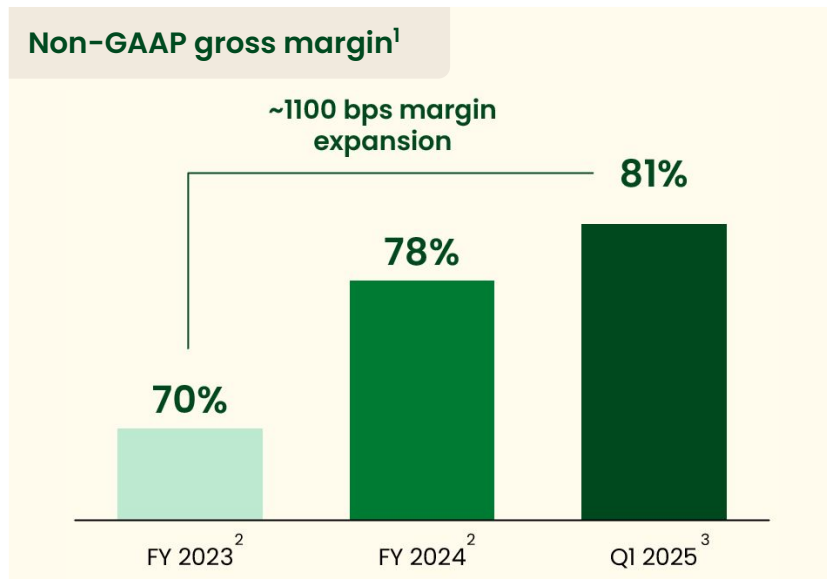


## Free cash flow<sup>2</sup>



Notes: <sup>1</sup>See appendix for a description of non-GAAP gross margin and a reconciliation to the most comparable GAAP financial measure. <sup>2</sup>See appendix for a description of free cash flow and free cash flow margin and a reconciliation to the most comparable GAAP financial measure. <sup>3</sup>Non-GAAP gross margin and free cash flow for the years ended December 31, 2023 and 2024. <sup>4</sup>Non-GAAP gross margin and free cash flow for the three-month periods ended March 31, 2024 and 2025.

# Strong growth in non-GAAP gross margin through technology investment



**Transition to AI-powered** motion tracking technology from tablets and wearable sensors



**Introduction of GenAI** capabilities to drive care team efficiency



**Scalable care delivery with** ~95% reduction in human care team hours compared to traditional physical therapy<sup>4</sup>

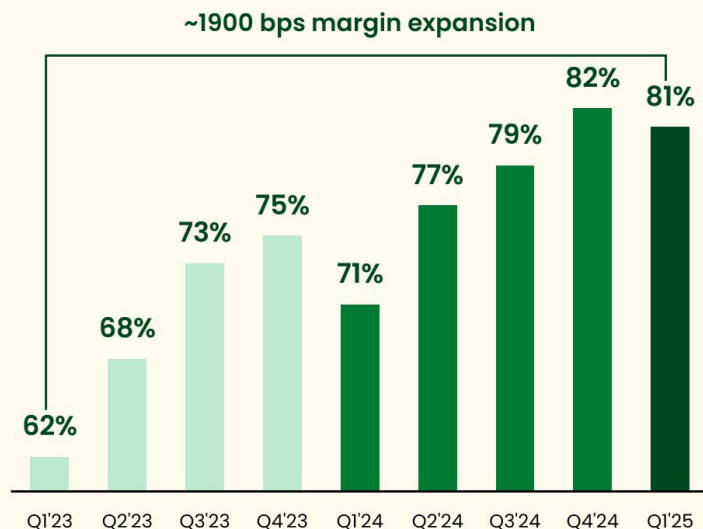


**Hosting costs optimization** with increased scale

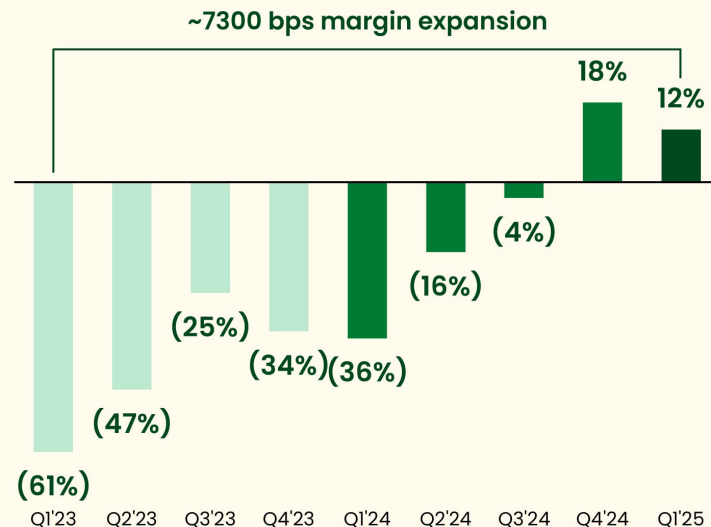
Notes: <sup>1</sup>See appendix for a description of non-GAAP gross margin and a reconciliation to the most comparable GAAP financial measure. <sup>2</sup>Non-GAAP gross margin for the years ended December 31, 2023 and 2024. <sup>3</sup>Non-GAAP gross margin for the three-month period ended March 31, 2025. <sup>4</sup>We estimate the reduction in human care team hours enabled by our platform by assuming an average of 11 outpatient orthopedic patients are treated with in-person physical therapy per eight-hour day. Assuming in-person physical therapy is delivered eight hours a day, five days a week and 48 weeks a year, each physical therapist can deliver approximately 2,640 sessions per year. Our platform delivered approximately 25 million activity sessions in 2024, which were facilitated by 438 care team employees on staff for an average of approximately 57,750 sessions per year per care team employee.

# Recent quarterly non-GAAP gross margin and operating margin improvements

## Non-GAAP gross margin<sup>1</sup>

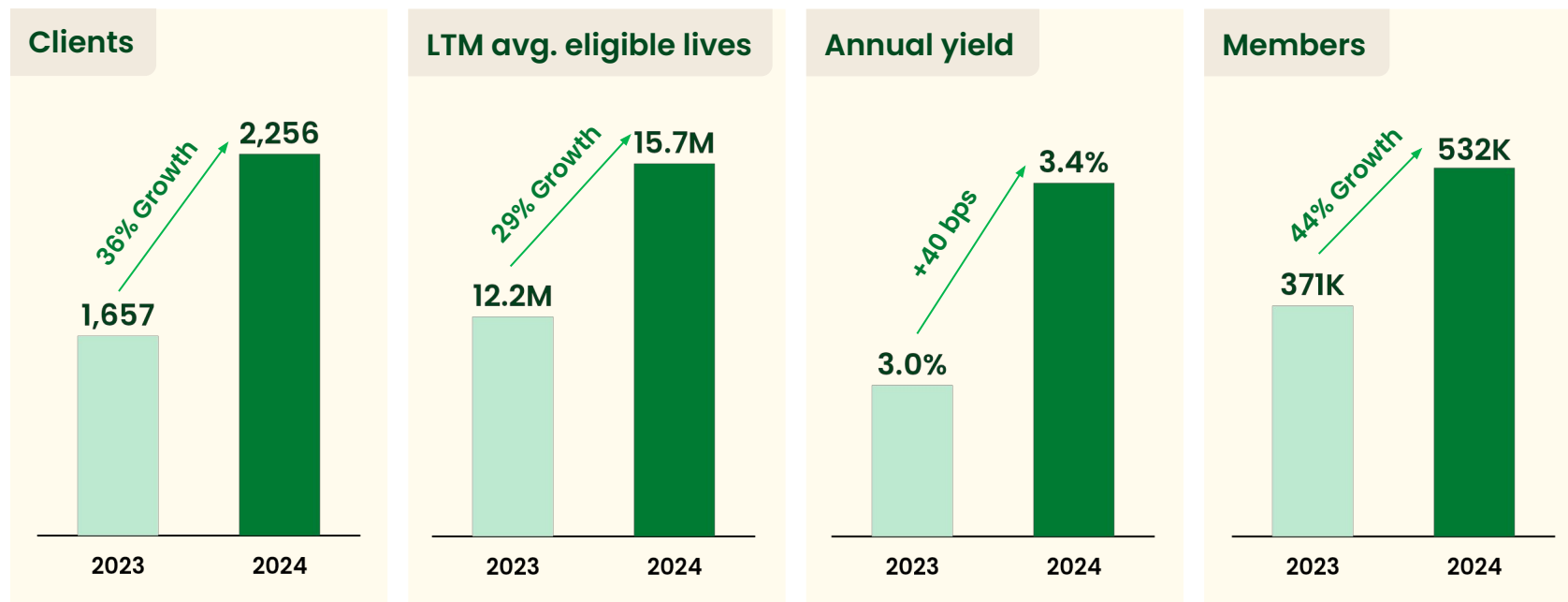


## Non-GAAP operating margin<sup>2</sup>



Notes: <sup>1</sup>See appendix for a description of non-GAAP gross margin and a reconciliation to the most comparable GAAP financial measure. <sup>2</sup>See appendix for a description of non-GAAP operating margin and a reconciliation to the most comparable GAAP financial measure.

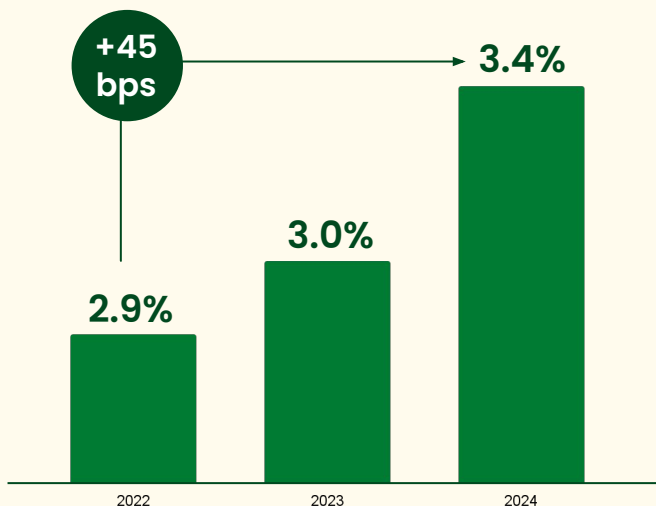
## Driven by yield expansion and member growth



Notes: Refer to glossary of terms in appendix. As of December 31.

## Historical yield growth through focus on product innovation, member experience and effective marketing initiatives

### Annual yield



Notes: Growth determined by the annual increase in yield year over year. Refer to glossary of terms in appendix.



**New program and product rollouts** to address more affected areas in MSK and MSK adjacencies



**Data-centric member targeting approach** through enhanced access to partner integration data

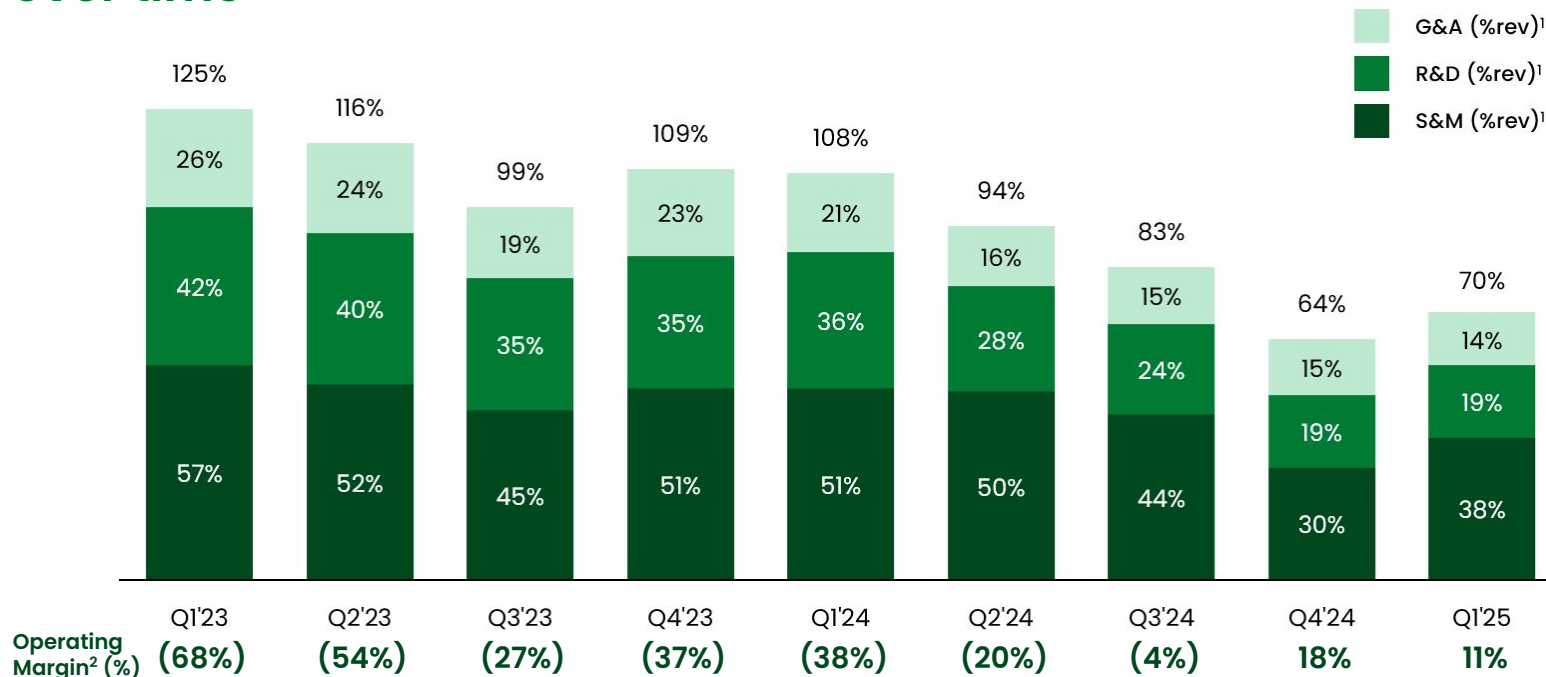


**Increased marketing volume** through joint marketing campaigns with clients and partners



**Broadening of marketing channels** across both co-branded and Hinge Health-led marketing

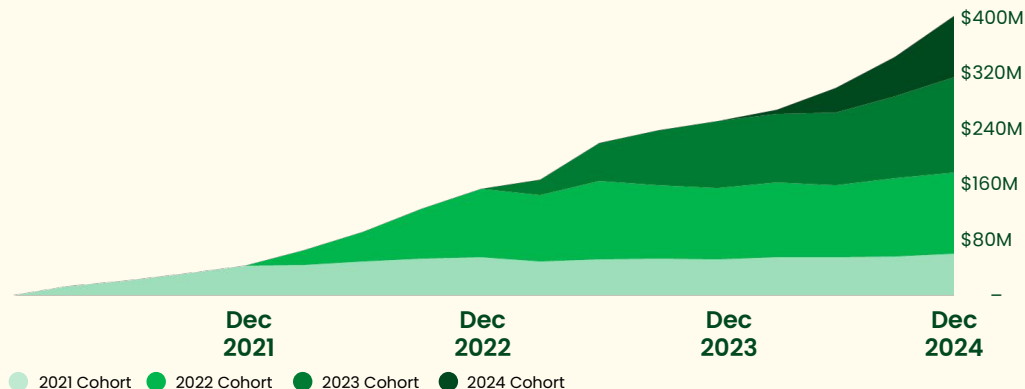
# Operating expense leverage over time



Notes: <sup>1</sup>Calculated as quarterly operating expense by cost function (S&M, R&D or SG&A) divided by quarterly revenue. <sup>2</sup>GAAP income (loss) from operations divided by revenue.

## Strong member and LTM calculated billings growth within existing clients across cohorts

LTM calculated billings by annual cohort of clients<sup>1</sup>



117%

Net dollar retention<sup>2</sup>

98%

Client retention<sup>3</sup>

Compelling member and LTM calculated billings growth driven by consistent yield expansion and robust retention metrics

Notes: Refer to glossary of terms in appendix. <sup>1</sup>The cohort for a given year represents clients that provided their eligible lives with access to our platform and started the billing relationship with us directly, or through a partner, in that year. <sup>2</sup>As of December 31, 2024. <sup>3</sup>Twelve-month client retention rate as of December 31, 2024.



## Long-term target operating profile

	Year ended December 31			Long-term target operating profile <sup>3</sup>
	2023 <sup>1</sup>	2024 <sup>1</sup>	Q1'25 <sup>1,2</sup>	
Non-GAAP gross margin	70%	78%	81%	82%–85%
Non-GAAP operating margin	(40%)	(7%)	12%	25%+
Free cash flow margin	(23%)	12%	3%	~30%

Note: <sup>1</sup>See appendix for descriptions of non-GAAP gross margin, non-GAAP operating margin, and free cash flow margin, and reconciliations to their most comparable GAAP financial measure. <sup>2</sup>Three-month period ended March 31, 2025 <sup>3</sup>The long-term targets presented on this slide are forward-looking, subject to significant business, economic, regulatory and competitive uncertainties and contingencies (many of which are beyond the control of the Company and its management), and are based on assumptions with respect to future decisions, which are subject to change. Actual results will vary and such variations may be material. Nothing in this presentation should be regarded as a representation by any person that these targets will be achieved. The Company undertakes no duty to update this information.

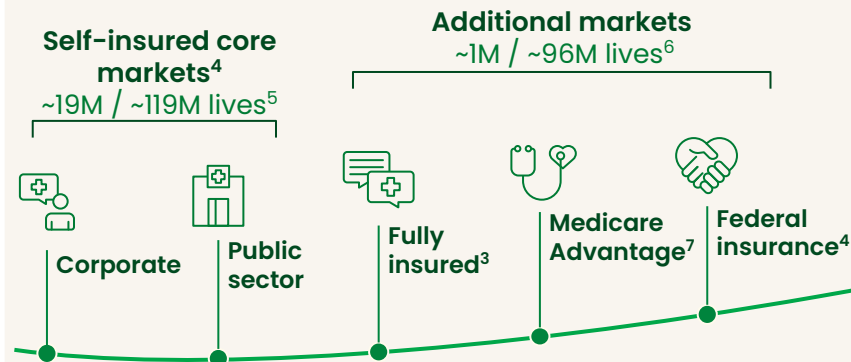
# Substantial market opportunities to land

~20M contracted lives<sup>1,2</sup> across 2,300+ clients<sup>3</sup> in existing markets

## Existing opportunities

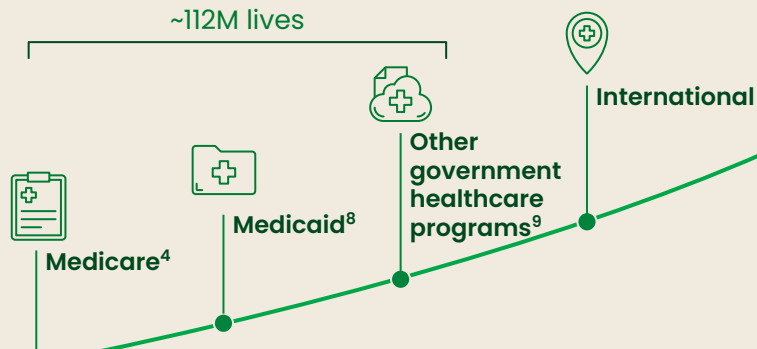
~215M lives in existing markets

90%+ whitespace in existing markets with ~195M untapped lives<sup>1</sup>



## Expansion opportunities

112M+ incremental lives in new markets



Notes: Refer to glossary of terms in appendix. <sup>1</sup>As of December 31, 2024. <sup>2</sup>Contracted lives are individuals within our contracted clients who have, or will have, the ability to enroll in our programs, including individuals that have not yet launched our platform and are not yet eligible to be billed. <sup>3</sup>As of March 31, 2025. <sup>4</sup>AIS Health, Insurance Market Data (as of 2024). <sup>5</sup>According to AIS Health, approximately 119 million individuals received healthcare coverage from self-insured U.S. employers as of 2024. AIS Health, a division of Managed Markets Insight & Technology, LLC, Insurance Market Data (as of 2024). <sup>6</sup>Total of estimated 96 million lives calculated based on total fully insured, Medicare Advantage, and federal insurance eligible lives. AIS Health, a division of Managed Markets Insight & Technology, LLC, Insurance Market Data (as of 2024). <sup>7</sup>Medicare Advantage - Monthly Summary Report (as of September 2024). <sup>8</sup>Medicaid and CHIP enrollment data highlights (as of July 2024). <sup>9</sup>Veterans Health Administration data (as of November 2024).

## Key investment highlights

Strong leadership position in **\$661B MSK opportunity**<sup>1</sup>

Deeply **ingrained partnerships** and a **leading technology platform**

High satisfaction with **98% client retention**<sup>2</sup> and **117% net dollar retention**<sup>3</sup>

**Proven clinical and financial outcomes** for clients and members

Efficient operating model with **recent margin profile growth**

Notes: <sup>1</sup>Health Advances: 2023 MSK Total Addressable Market Analysis (January 2025). <sup>2</sup>Twelve-month client retention rate as of December 31, 2024. <sup>3</sup>As of December 31, 2024.

# Leadership team



**Daniel Perez**  
Co-founder, CEO




**Gabriel Mecklenburg**  
Co-founder, Exec. Chairman



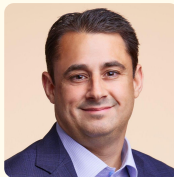
**James Budge**  
Chief Financial Officer



**Jim Pursley**  
President  
 **Livongo**



**Jeff Krauss, MD**  
Chief Medical Officer



**Lex Annison**  
Chief Operating Officer



**Shobhna Upadhyaya**  
SVP People and Strategy



**Bianca Buck**  
Head of Investor Relations  
J.P.Morgan

# Appendix

## Non-GAAP gross profit and gross margin reconciliation

	Year ended December 31	
	2023	2024
(\$ in millions, except percentages)		
GAAP gross profit	\$194	\$300
<i>GAAP gross margin</i>	66%	77%
Excess and obsolete inventory charges	10	2
Stock-based compensation expense	<1	<1
Amortization of intangible assets	<1	<1
Restructuring and other expenses	-	1
Non-GAAP gross profit <sup>1</sup>	\$205	\$303
<i>Non-GAAP gross margin<sup>2</sup></i>	70%	78%

Notes: <sup>1</sup>Non-GAAP gross profit is defined as gross profit presented in accordance with GAAP, adjusted to exclude non-cash, non-operational and non-recurring items, including excess and obsolete inventory charges related to AI-powered motion tracking technology transition, stock-based compensation expense, amortization of intangible assets and restructuring and other expenses. <sup>2</sup>Non-GAAP gross margin is non-GAAP gross profit divided by revenue.

## Non-GAAP gross profit and gross margin quarterly reconciliation

	Three months ended								
(\$ in millions, except percentages)	Q1'23	Q2'23	Q3'23	Q4'23	Q1'24	Q2'24	Q3'24	Q4'24	Q1'25
GAAP gross profit	\$34	\$44	\$58	\$58	\$58	\$67	\$79	\$96	\$100
<i>GAAP gross margin</i>	57%	62%	71%	72%	70%	74%	79%	82%	81%
Excess and obsolete inventory charges	3	3	1	2	1	1	-	-	-
Stock-based compensation expense	<1	<1	<1	<1	<1	<1	<1	<1	-
Amortization of intangible assets	<1	<1	<1	<1	<1	<1	<1	<1	<1
Restructuring and other expenses	-	-	-	-	-	1	(<1)	-	-
Non-GAAP gross profit <sup>1</sup>	\$37	\$47	\$60	\$61	\$59	\$69	\$79	\$96	\$100
<i>Non-GAAP gross margin<sup>2</sup></i>	62%	68%	73%	75%	71%	77%	79%	82%	81%

Notes: <sup>1</sup>Non-GAAP gross profit is defined as gross profit presented in accordance with GAAP, adjusted to exclude non-cash, non-operational and non-recurring items, including excess and obsolete inventory charges related to AI-powered motion tracking technology transition, stock-based compensation expense, amortization of intangible assets and restructuring and other expenses. <sup>2</sup>Non-GAAP gross margin is non-GAAP gross profit divided by revenue.

## Non-GAAP income (loss) from operations and operating margin reconciliation

	Year ended December 31	
(\$ in millions, except percentages)	2023	2024
GAAP income (loss) from operations	(\$131)	(\$32)
<i>GAAP operating margin</i>	<i>(45%)</i>	<i>(8%)</i>
Excess and obsolete inventory charges	10	2
Stock-based compensation expense	2	1
Amortization of intangible assets	<1	<1
Restructuring and other expenses	-	9
Employer payroll tax expense related to SBC	-	(6)
Acquisition-related expenses	-	1
Non-GAAP income (loss) from operations <sup>1</sup>	(\$118)	(\$26)
<i>Non-GAAP operating margin<sup>2</sup></i>	<i>(40%)</i>	<i>(7%)</i>

Notes: <sup>1</sup>Non-GAAP income (loss) from operations is defined as operating income (loss) presented in accordance with GAAP, adjusted to exclude non-cash, non-operational and non-recurring items, including excess and obsolete inventory charges related to AI-powered motion tracking technology transition, stock-based compensation expense, amortization of intangible assets, restructuring and other expenses, employer payroll tax expenses related to stock-based compensation, and acquisition-related expenses. <sup>2</sup>Non-GAAP operating margin is non-GAAP income (loss) from operations divided by revenue.



## Non-GAAP income (loss) from operations and operating margin quarterly reconciliation

	Three months ended								
(\$ in millions, except percentages)	Q1'23	Q2'23	Q3'23	Q4'23	Q1'24	Q2'24	Q3'24	Q4'24	Q1'25
GAAP income (loss) from operations	(\$41)	(\$37)	(\$22)	(\$30)	(\$31)	(\$18)	(\$4)	\$21	\$13
GAAP operating margin	(68%)	(53%)	(27%)	(37%)	(38%)	(20%)	(4%)	18%	11%
Excess and obsolete inventory charges	3	3	1	2	1	1	-	-	-
Stock-based compensation expense	<1	1	<1	<1	<1	<1	<1	<1	<1
Amortization of intangible assets	<1	<1	<1	<1	<1	<1	<1	<1	<1
Restructuring and other expenses	-	-	-	-	1	8	(<1)	(<1)	-
Employer payroll tax expense related to SBC	-	-	-	-	-	(6)	-	-	-
Acquisition-related expenses	-	-	-	-	-	<1	-	<1	2
Non-GAAP income (loss) from operations <sup>1</sup>	(\$37)	(\$33)	(\$21)	(\$28)	(\$29)	(\$14)	(\$4)	\$21	\$15
Non-GAAP operating margin <sup>2</sup>	(61%)	(47%)	(25%)	(34%)	(36%)	(16%)	(4%)	18%	12%

Notes: <sup>1</sup>Non-GAAP income (loss) from operations is defined as operating income (loss) presented in accordance with GAAP, adjusted to exclude non-cash, non-operational and non-recurring items, including excess and obsolete inventory charges related to AI-powered motion tracking technology transition, stock-based compensation expense, amortization of intangible assets, restructuring and other expenses, employer payroll tax expenses related to stock-based compensation, and acquisition-related expenses. <sup>2</sup>Non-GAAP operating margin is non-GAAP income (loss) from operations divided by revenue.

## Free cash flow reconciliation

	Year ended December 31,		Three months ended	
(\$ in millions, except percentages)	2023	2024	Q1'24	Q1'25
Net cash provided by (used in) operating activities	(\$64)	\$49	(\$33)	\$5
Cash purchases of equipment and software (including capitalized internal-use software)	(\$5)	(\$4)	(\$1)	(\$1)
Free cash flow <sup>1</sup>	(\$69)	\$45	(\$34)	\$4
Free cash flow margin <sup>2</sup>	(23%)	12%	(41%)	3%

Notes: <sup>1</sup>Free cash flow is defined as net cash provided by (used in) operating activities less cash used for purchases of equipment and software (including capitalized internal-use software). <sup>2</sup>Free cash flow margin is free cash flow divided by revenue.

# Glossary of terms

Term	Definition
<i>Annual Yield</i>	Annual yield is calculated as the number of members at the end of a given twelve-month period divided by LTM average eligible lives.
<i>Clients</i>	Businesses or organizations, which we call entities, that have at least one active agreement with us at the end of a particular period. Entities that procure our platform through our partners are counted as individual clients. We do not count our partners as clients unless they also separately have at least one active client agreement with us. When a partner has an agreement with us for their fully-insured population, that partner is deemed to be one client, despite there being multiple fully-insured employers within that partner that have access to our platform.
<i>Contracted Lives</i>	Individuals within our contracted clients who have, or will have, the ability to enroll in our programs, typically employees and their adult dependents. Contracted lives include individuals within contracted clients that have not yet launched our platform, and thus such individuals are not yet eligible to be billed. Contracted lives include eligible lives.
<i>Electronic Health Record ("EHR")</i>	Collection of patient health records electronically stored in a digital format.
<i>Eligible Lives</i>	Individuals within our clients that have launched our platform, and thus such individuals have the ability to enroll in our programs and are eligible to be billed. Eligible lives are a subgroup of our contracted lives.
<i>Fully-Insured Employers</i>	Employers that pay a group health insurance provider for the employees enrolled in the insurance provider's health plan, and the insurance provider is responsible for those employees' medical claims.
<i>HingeConnect</i>	A proprietary AI-driven database that integrates external EHRs and other data sources into Hinge Health's technology platform for member identification and engagement. HingeConnect informs and enables highly personalized care and coordination with external providers.
<i>LTM Average Eligible Lives</i>	The average number of eligible lives calculated as the sum of eligible lives as of the first quarter and eligible lives as of the end of the last quarter in a given 12-month period, divided by two.
<i>LTM Calculated Billings</i>	Total revenue, plus the change in deferred revenue, less the change in contract assets for a given 12-month period.

## Glossary of terms (cont'd)

Term	Definition
<i>Medicare Advantage</i>	Health plan for people aged 65 and older that is managed by private insurance companies that contract with the federal government. These private insurance companies receive a set payment from Medicare, administer benefits, and bear the financial risk of claims made by plan beneficiaries.
<i>Member</i>	An eligible life, including employees and adult dependents of our clients, who has engaged with our platform at any point and whose engagement has been billed or is contractually eligible to be billed.
<i>MSK</i>	Musculoskeletal system, which refers to the performance of the locomotor system composed of intact muscles, bones, joints, and adjacent connective tissues.
<i>Net Dollar Retention ("NDR")</i>	Total revenue generated from our clients during a particular 12-month period divided by total revenue generated from such clients during the prior 12-month period. This metric compares revenue from the same cohort of clients across comparable periods and reflects renewals, expansion, contraction, and churn.
<i>Partners</i>	Health plans, Pharmacy Benefit Managers ("PBMs"), Third-Party Administrators ("TPAs"), and other ecosystem entities such as centers of excellence and healthcare navigation companies.
<i>Pharmacy Benefit Managers ("PBMs")</i>	Third-party companies that act as an intermediary between insurance providers and pharmaceutical companies.
<i>Return on Investment ("ROI")</i>	Return on investment for a client is calculated as the average medical claim cost savings divided by the average subscription fee, on a per member per year basis for a given period.
<i>Self-Insured Employers</i>	Employers who bear the financial risk of medical claims for their employees and their dependents and utilize health plans for their administrative services only.
<i>Third-Party Administrator ("TPA")</i>	Company or organization that collects and processes insurance claims and delivers support for health plans and employers.



**Thank you!**