

*"Accolade is different. They consistently stand behind their promise of doing everything they can to be engaged and helpful."*



## About Accolade

Accolade is an on-demand healthcare concierge for employers, health plans, health systems and consumers. Our team of compassionate, exceptional professionals is supported by breakthrough science and technologies to guide people through the healthcare system in a deeply personalized manner. By taking the time to get to know each person, understand the context of their healthcare decisions, build trust and influence decisions, we deliver industry-leading engagement levels, satisfaction scores unseen in healthcare, better health outcomes, and cost savings of more than 10 percent.

For more information, visit [www.accolade.com](http://www.accolade.com).

### ACCOLADE

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CHRISTINA'S STORY

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Making Life More Whole,  
One Question at a Time



Christina Espino, a human resources coordinator with NBC, had, she thought, prepared as best as anyone could for the birth of her first child. She had read all the books. She had organized her home. She was ready to be what she dearly wanted to be — a mother.

But a few months after Lucas was born, it became all-too-clear that the little boy simply could not digest the milk protein found in the formula Christina was using. The alternative formula that the doctor recommended was incredibly expensive. The experience was unnerving. In the midst of growing worry, Christina picked up the phone and called Accolade.

On the other end of the phone was a health assistant named Kamilah Heaps who was, says Christina, instantly comforting. "She was there, she was knowledgeable, she was responsive," says Christina. "She helped me sort through what my insurance actually covered — but beyond that, she listened. I knew that I had a true advocate in Kamilah."

A few months later, that relationship became even more important as Christina began to notice a gradual flattening on one side of Lucas's head. She wasn't sure at first. It wasn't dramatic in the early days. The pediatrician hadn't mentioned anything; Christina kept wondering if he would. With Christina's worries escalating, she called Kamilah. They talked.

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*"I was so lucky to have, in Kamilah, someone who understood both the medical issues and the insurance benefits. She helped me through every step of the process."*

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Sometimes there are answers; there are cures. Sometimes what is needed most is a chance to talk a worry through — to consider options out loud with someone who knows both how it feels to be concerned and how powerful trustworthy information is. One phone call led to more. Answers were soon found.

"I had been such a neurotic first-time mom," says Christina. "I had done everything I thought a mother should do — paying close attention, encouraging my son to sleep on his back. But here was my little boy with this issue and a pediatrician who didn't seem to notice. Kamilah told me this was common. She encouraged me to talk to the doctor about seeing a specialist who could



provide a diagnosis. She helped me sort through in-network benefits, and when the specialist prescribed a cranial helmet for my son, Kamilah helped make sure that my insurance picked up the majority of the helmet's cost."

Flat-head syndrome — plagiocephaly — is, indeed, a surprisingly common condition, a result of increasing advice by pediatricians to encourage babies to sleep not on their tummies but their backs. Left unaddressed, the condition can create a host of issues later on in life — not just aesthetic but functional. Jawbones may grow misaligned, for example. Sports helmets may not properly fit and, therefore, may fail to protect. Thanks to a four ounce blue swirl colored helmet little Lucas now wears some 22 hours each day, his skull is

slowly returning to normal; in just a couple months he'll need no helmet at all.

"It was so important to me that I help my son," says Christina. "I was so lucky to have, in Kamilah, someone who understood both the medical issues

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*She encouraged me to talk to the doctor about seeing a specialist who could provide a diagnosis.*

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## The Accolade Difference

A new baby brings indescribable joy (and uncertainty) for first-time moms, who are suddenly dealing with a whole range of emotions and responsibilities that no one is ever really quite prepared for. Christina was like most new mothers — excited, hopeful, anxious — and looked to her son's pediatrician for answers when Lucas didn't seem to be developing properly. But when her concerns remained unaddressed, Christina turned to her Accolade Health Assistant, Kamilah, to help her better communicate with the physician, find a specialist and navigate through some complex insurance issues.



and the insurance benefits. She helped me through every step of the process. She kept a careful watch over my bills, and assisted with correcting errors in the claims. She made some calls for me, and some calls with me — staying on the line until she was sure that everything had been handled properly."

Today, as the mother of two young boys (brother Benjamin was born not long ago), Christina remains grateful for Kamilah's support — and an advocate for Accolade among her own colleagues at work. "I work in human resources," she says. "It's important, in my job, to try the benefits that we offer to employees so that I can speak from personal experience. So often organizations will come in promising the world and cannot always deliver on their promises. Often, insurance companies are only as helpful as the individual on the other end of the phone feels like being that day. Accolade is different. They consistently stand behind their promise of doing everything they can to be engaged and helpful. I recommend Accolade to new employees and to existing ones. It's a company that can make all of our lives a little easier."



**"It is an absolute pleasure to be Christina's Health Assistant. It is evident that she is a great mother to her children and is a strong advocate for she and her family — I truly admire the traits that she possesses. I feel so humbled whenever she tells me that she can always rely on us to help her regarding healthcare questions."**

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*Kamilah*  
Accolade Health Assistant



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