



ACCOLADE CLINICAL SOLUTION

Personalized Healthcare Support for Your Whole Population

Breakthrough member engagement, nearly perfect member satisfaction, and medical cost trends materially outperforming the industry average: These are the results employers and health plans see when Accolade removes the complexity of healthcare, guiding each member to the right care at the right time.

How do we do it? By uniting human compassion, proven science and advanced technology to provide the most integrated, personalized healthcare support available for every individual in your population.

Pivotal to the Accolade solution is a multidisciplinary clinical team that collaborates with Accolade Health Assistants to support all of your members, not just the sickest 5%, and exceptional, integrated clinical programs.



4.5% LOWER MEDICAL COST TREND than industry trend

A deep, multidisciplinary clinical team supporting your members

At the center of the Accolade navigation model is the Accolade Health Assistant, a trusted advisor who supports members with all of their health and benefits needs, guiding them to the right care.

When a medical or clinical need is identified, the Health Assistant brings in a Registered Nurse, who is supported by a team of doctors, specialty nurses, pharmacists, behavioral specialists and clinical leaders. This multidisciplinary clinical team provides unbiased, evidence-based support for members.

Engaging everyone early and often: a whole population approach

Most traditional care models engage individuals after they have entered the healthcare system - when it's often too late to influence care decisions.

Accolade engages the entire eligible population, not just the sickest 5%, interacting with individuals even before they are seeking care. This means we can provide more coaching, planning and guidance to get people to the right care at the right time. And because Accolade stays with the member over time, we help ensure continuity of care as the individual transitions across stages and care settings.

CLINICAL MODEL

A multi-disciplinary team collaborates to meet member needs



ACCOLADE REGISTERED NURSES



have an average of **18 years of experience** and come from **acute care, home health, case management, hospice care** and other clinical settings.

Uncovering barriers to care: treating the whole person, not just a condition

Trained to diagnose a condition in eight minutes, physicians take contextual issues – like workplace pressures, financial challenges or behavioral health issues – into account less than 60% of the time, sometimes leading to ineffective care.¹

Supported by behavioral science and advanced technology, Accolade Health Assistants and nurses uncover and address contextual and behavioral barriers to care – social, emotional, financial, cultural or any other factor affecting a person’s health and care. This insight becomes part of a member’s “whole-person profile” that combines claims, risk scoring, UM data, biometrics, and data from engagement with digital health solutions.

Population health management: integrated clinical programs

Unlike traditional care plans that treat each condition separately, Accolade offers integrated clinical services and population health management programs that put the member at the center of care, providing consistent support to promote compliance and optimize self-management skills.



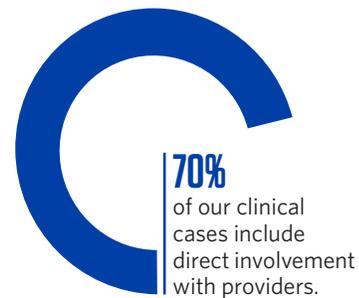
By engaging early and over time, focusing on the whole person, and uncovering barriers to care, Accolade delivers exceptional results, including:

- **Case management:** Accolade enrolls 40% of members into case management, compared to 5% enrollment in traditional health plan models. Accolade has received NCQA accreditation for Complex Case Management, Oncology Case Management, Maternity Case Management and NICU Case Management.
- **High cost claimants:** Accolade influences care decisions of potential high cost claimants before they reach the HCC claim threshold. We engage with 90% of high-cost claimants, with an average of 12 clinical and 19 non-clinical contacts annually.

- **Behavioral health:** Accolade assists more than 60% of members with behavioral health comorbidities.
- **Rx support:** Our pharmacists provide real-time client and retail Rx support, medication reviews and consultations, and specialty medication support, resulting in a 9% increase in prescription refills and 93% medication compliance.
- **Maternity program:** Accolade engages 64% of pregnant women in the first trimester, reduces NICU stays 6.5 days per 1000, and reduces by 30% the number of preterm births and low birth weight babies.
- **Pre-admission and post-discharge support:** Accolade nurses call every member scheduled for hospitalization and follow up during hospitalization and post-discharge, resulting in a 23% decrease in inpatient days.

Coordinating with and influencing providers

Accolade partners with providers to optimize care for members; in fact, 30% of our outbound calls made by clinicians are to providers, and 70% of our clinical cases include direct involvement with providers.



Accolade Health Assistants and nurses provide valuable context about the member to providers, seek clarification about treatment plans on behalf of members, and coordinate and report progress on case management plans. We resolve barriers to compliance, collaborate when we identify a care need, and ensure providers are moving precertification processes along.

At the same time, Accolade works to empower individuals to become more effective partners in their care – preparing them to ask the right questions and collaborate with providers to develop the right treatment plan.

¹ Weiner SJ, Schwartz A, Sharma G, Binns-Calvey A, Ashley N, Kelly B, Dayal A, Patel S, Weaver FM, Harris I., Patient-Centered Decision Making and Health Care Outcomes: An Observational Study, *Annals of Internal Medicine*, 2013.