

Accolade's Maya Intelligence Engine



Accolade was built from the ground up to blend rich data and intelligence with human empathy and clinical expertise – creating real change in healthcare. Our platform comprises a robust set of connected services and solutions within an open, flexible and intelligent environment. Unlike singular service-centered or technology-centric solutions, ours is an intelligent and trusted blend of both.

The Importance of Integrated Data

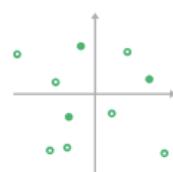
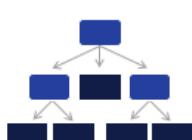
Accolade is built on an open, flexible and intelligent platform that connects the widest array of health data – medical and Rx claims; biometrics; lab results; member demographics and health history; clinical, social and behavioral risk scoring; benefit programs and point solution applications and utilization data; and more. We combine this data with the insights we gather from personal interactions with members – via online, mobile and phone connections – to develop precise insights and recommendations that result in the right decisions that lead to the right care, at the right time, and in the right setting.

Woven Intelligence throughout Accolade

Accolade is powered by a sophisticated intelligence engine called **Maya**, which analyzes data from more than one million members to learn, recommend and present options for delivering precise support for every member.

- **Natural language processing** and artificial intelligence analyze, identify and extract meaning from millions of data points to understand relationships between individuals, conditions, decisions, outcomes and results.
- **Our business rules engine** looks for rules-driven conditions that trigger decisions and actions by our team and our platform, leading to proactive connections with members and their providers.
- **Machine learning technology** and continuous feedback loops capture the actions that drive smarter utilization, better health outcomes and more appropriate costs for each member, creating a solution that gets smarter every day.
- **Our people + technology approach** allows intelligent technologies to make the recommendations while our people make the choice, fueling a cycle of excellence for the entire member population.

Understand & Manage – Segment & Profile – Decide & Learn – Optimize & Automate



How Maya Works for our Members:



Meet Betsy



55 years old
Mid-engager
Financial stress
Low/med health score diabetic
Montly connections to Accolade Health Assistant or Registered Nurse
Has scheduled appointment with PCP

Maya Intelligence...

- Looks at claims and DM data, as well as Betsy's digital awareness and identifies Livongo as a good offering
- Data identifies that Betsy likes to communicate through the online member portal
- Analyzes Betsy's benefits, health plan, and financial history
- Creates notifications based on the history of Betsy's clinical visits, prescriptions, and possible compliance issues

Accolade Personalization...

- Notifies Betsy's nurse about conditions and office visit, recommends outreach to avoid processing errors
- Betsy's online portal highlights more information about diabetes and promotes Livongo
- Automated mobile notifications ask Betsy if she wants to discuss anything with her Accolade nurse after her office visit
- Betsy's nurse gives recommendations on the right evidence-based care plans, and is given guidance on how to further personalize Betsy's experience

Meet Tom



Millennial
Low engager
Medium health score
Sprained his knee and needs immediate care

Maya Intelligence...

- Looks at the social risks such as zip code and facility usage to determine accurate recommendations
- Determines that the likelihood of repeat inpatient encounters is high
- Identifies Tom as a digital savvy user and recommends engaging through mobile messaging
- Flags the possibility of emergency room error possibilities
- Surfaces local Urgent Care facilities in network, copays and deductible data

Accolade Personalization...

- Health Assistant reviews recommendations to intervene and escalates Tom to a nurse
- Meanwhile, Health Assistant provides timely guidance through mobile around Urgent Care options
- Alerts Health Assistant to follow up after Tom's visit
- Inputs treatment decisions Tom made and outcomes back into the Accolade InView software

For more information on Accolade and its Maya Intelligence Engine,
visit Accolade.com

