



## Healthier, happier employees. Simpler benefits administration. Better business results.

Personalized health and benefits support makes all the difference.



**9 out of 10 adults**

deal with health-related issues during the day.<sup>1</sup>



Employers lose an average

**3.5 hours**

of productivity per employee per month to healthcare issues.<sup>2</sup>



**8 out of 10 internet users**

consult search engines for health guidance.<sup>3</sup>

It's time to give your employees the personalized support they need to become better, more informed healthcare consumers. To make better decisions that lead to healthier, happier and more productive lives. With empathy, expertise and intelligent technology, Accolade Health Assistants and Registered Nurses deliver.

### Health is personal. So we get to know each person.

Accolade stands alone in our ability to truly get to know each member, not just a specific health condition, and use that understanding to provide highly personalized support.

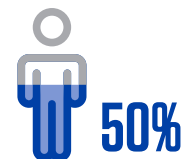
We pull in a wide range of personal health data to build a 360-degree view of each member, and use every interaction – even requests for ID cards – as a gateway for gaining more insight about a member's needs, life circumstances and barriers to care. It's how our Health Assistants build trust, foster engagement, and help each unique person get the right care at the right time.

### A trusted, independent healthcare advisor is the member's first line of support.

For any claims, benefits or clinical need, a dedicated Accolade Health Assistant is the member's first line of support, providing independent, unbiased assistance through every phase of care. Accolade Health Assistants help members understand their benefits, navigate the complex world of healthcare, and make better healthcare decisions.

### CURRENT DELIVERY MODEL

The current healthcare delivery model focuses on the condition and **not the whole person**; missing critical elements of the consumer's story.



## Unmatched personalized support for any health or benefits need

- **Benefits, Eligibility, Claims and Billing:** *Is this procedure covered? Why was I billed for this test?* Accolade Health Assistants are experts in each customer's medical, behavioral health and prescription drug benefits plans, which means they can support members with any inquiry, issue or dispute related to benefits, eligibility, claims or billing.
- **Open enrollment:** *What is the increase to my premium? Is my current plan still available next year? Do I need to re-enroll if I'm not making changes?* Accolade Health Assistants relieve the stress of open enrollment for employees and HR Benefits Leaders, too. Health Assistants help members understand what's new, what's changing, how plans compare, election timeline requirements, and provide resources and enrollment guidance.

Making health insurance decisions is **"very stressful"** for nearly **50% of employees**



Accolade call volumes increase **70%** during the peak of Open Enrollment

- **Provider support:** *Can you help me find a specialist? Do I need a referral? What questions should I ask my doctor?* Members can rely on Accolade Health Assistants and Registered Nurses for education, guidance and help every step of the way –provider searches, referrals, network status, pre-certification, pre-authorization, preparing for doctor visits and coordinating with providers.
- **Fully integrated clinical support and services:** *Do I have other treatment options? Is this a side effect of my medication? Can you help me manage my diabetes?* When a medical need is identified, the Health Assistant brings in appropriate members of the Accolade clinical team to provide unbiased, evidence-based support and guide members into appropriate clinical programs.

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 self-management skills.

**Clinical team**  
A multi-disciplinary team collaborates to meet member needs



**Population Health Management**



- **Employee programs and point solutions:** Accolade integrates seamlessly with employer health programs, including second opinion services, wellness, telemedicine, health screenings, and more. With deep insight about members, Health Assistants can guide them to appropriate programs, driving a 2-10x increase in utilization.

## The Technology Difference

At the core of our personalized health and benefits service is an intelligent technology platform unmatched by any other in healthcare.

The Accolade platform fully integrates personal health data, benefits plans and digital solutions all in one place, empowering Health Assistants, members, benefit teams and administrators to make better decisions that impact the quality, cost and outcomes of healthcare.

**98%**  
employee  
satisfaction

**<1%**  
medical  
cost trend

**70+**  
Net Promoter  
Score

### Sources

<sup>1,2</sup> Harris Poll on behalf of Accolade. (2015, September). Accolade Consumer Healthcare Experience Index. Retrieved from: [https://www.accolade.com/wpcontent/uploads/2016/09/accolade\\_Harris\\_Poll.pdf](https://www.accolade.com/wpcontent/uploads/2016/09/accolade_Harris_Poll.pdf)

<sup>3</sup> Pew Research Center's Internet & American Life Project. Retrieved from: <http://www.pewinternet.org/2013/01/15/health-online-2013/>.

Contact us to learn more about how Accolade can help your employees thrive.

[accolade.com](http://accolade.com)

