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SUPPORTING THE WHOLE PERSON

# Accolade Personalized Advocacy

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## Helping members manage behavioral health challenges

Every year, more than 45 million U.S. adults—about one in five—faces a mental health condition, but nearly 60% of them did not get any mental or behavioral health (BH) services the previous year. Lack of awareness of available services, the stigma attached with BH challenges, and BH symptoms themselves can stand in the way of individuals and families getting the help they need. And as members' needs go unmet, employers continue to watch their healthcare expenses grow at unsustainable rates. For instance, medical costs for treating individuals with a chronic condition and a mental health/substance use disorder (MH/SUD) co-morbidity are up to three times higher than those without a MH/SUD comorbidity.<sup>2</sup>

As a first step to getting employees and their family members on the path to well-being, a trusted, personal advocate can play a pivotal role. Someone independent of the employer and health plan who can uncover BH issues, offer both expertise and empathy, provide clear information, and be available where and when an individual needs support, at any stage of health and care.

**That trusted, independent and confidential resource is Accolade. Our Behavioral Health Clinicians support members with behavioral health and substance abuse issues as they navigate, access and engage in the healthcare system. We're also there to help the member's family and caregivers when and where they need support.**

<sup>1</sup> Source: Any Mental Illness (AMI) Among Adults. (n.d.). Retrieved May 1, 2019, from [https://www.nimh.nih.gov/health/statistics/mental-illness.shtml#part\\_154785](https://www.nimh.nih.gov/health/statistics/mental-illness.shtml#part_154785)

<sup>2</sup> Source: Milliman Research Report: Potential Economic Impact of Integrated Medical=Behavioral Healthcare



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## SUPPORTING THE WHOLE PERSON

A team of specialists is ready to support members with any behavioral health need.

Accolade BH Clinicians are nurses and masters-level, licensed social workers and counselors; they are trained, certified, caring and compassionate, bringing the experience and education to support people facing any need related to depression, stress, anxiety, trauma, mental illness, substance abuse or other BH challenge. The BH team consults with a team of doctors, pharmacists and other Accolade clinical specialists to provide the most efficient, evidence-based support.

We uncover behavioral health needs and address barriers to care.

With a 360-degree view of each member's health profile, Accolade uses data science to identify each member's level of risk, predict their behavior and assess their needs. Our Health Assistants and Nurses intervene early, before an acute event, and use every member interaction to address the needs of the whole person, not just their medical condition. Taking an integrated approach to healthcare support allows our team to uncover BH issues early and proactively remove barriers to accessing care.

We guide people to the right BH care and provide personalized support at every step.

Our BH Clinicians help individuals and families understand mental health and substance abuse disorders, including symptoms, conditions, and treatment options. They influence decisions and help guide members to high-quality, in-network facilities and providers, as well as EAP, BH case management and other BH resources. Our team prepares members for visits with therapists, doctors, psychiatrists, treatment centers and other facilities, coordinating care at every step to improve care efficiency, continuity and compliance.

A trusted resource is at hand for individuals, their families and their caregivers.

A dedicated BH Clinician is ready to help individuals—and their families and caregivers—whether they are managing a chronic BH condition or experiencing new symptoms. Employees and their family members can send a secure message to their Health Assistant or BH Clinician at [member.accolade.com](https://member.accolade.com) or through the Accolade mobile app for iOS and Android. Or they can connect with a Health Assistant by calling the number on the back of their health insurance ID card, and the Health Assistant will bring a BH Clinician into the conversation.