

Integrated Centers of Excellence and Personalized Advocacy enhance healthcare experience and care outcomes while lowering related costs

A Look at HDP Centers of Excellence



HDP performs rigorous evaluations to identify elite medical centers and surgeons from across the country.



HDP bundled payment terms for employers at CoEs provide high quality care at low costs.



Employees are matched with the best and most affordable treatment available.

0.05% vs. 4.6%
readmission rate, HDP vs. carrier

Integrating Personalized Advocacy into the Centers of Excellence



Identify

Intelligent technologies identify those who can best benefit from a CoE.



Assist

Health Assistants help employees understand their benefits and options, and provide support throughout.



Outcomes

Members experience the highest quality care, lower costs and fewer readmissions, avoid unnecessary procedures.

36x more referrals to CoE from Accolade

Each patient receives the right care at the right time in the right setting

Sarah

History of knee problems, substantial rehab and pharmacy claims, and a new visit to an orthopedist.



Identify: Accolade intelligence identifies that Sarah may be heading toward knee surgery - triggers Health Assistant to engage, educate, support.

Integrate: Accolade and HDP share pertinent health and lifestyle data on Sarah and her conditions, recommending the right care for her.



Assist: Sarah is connected to a CoE Case Manager who works with Sarah's Accolade Health Assistant and Nurse to support her before, during and after her procedure.

98% member satisfaction rates with both Accolade and HDP

Outcomes: Successful surgery, no out of pocket expenses, and no need for skilled nursing facility or readmission post surgery.

