

# Frequently Asked Questions

## General Questions

### Who is Accolade?

Accolade is a confidential health and benefits service that helps make navigating your healthcare easier and less stressful — at no cost to you. You and your family can ask Accolade for help with your medical, prescription drug, and behavioral health/substance abuse care questions, big or small.

### Why is DuPont partnering with Accolade?

Your well-being is very important, which is why DuPont partners with Accolade to provide you and your family personalized support for your medical benefits needs. Accolade gives employees and covered dependents the help they need to make better healthcare decisions, navigate a complex healthcare system, and get the most from their benefits.

Here are a few of the benefits you and your covered family members get with Accolade:

- A dedicated Accolade Health Assistant who serves as your personal support system for medical, prescription drug, and behavioral health/substance abuse benefit needs
- Guidance from a team of doctors, nurses and benefits specialists to help you understand your options
- Secure mobile and online messaging for confidential, personalized assistance while you're on the go

### Will Accolade replace my health plan?

No. Accolade is designed to complement your health plan by helping you get the most value from your benefits. Starting in January, instead of calling your health plan with questions or concerns, you will connect to an Accolade Health Assistant who helps simplify your healthcare experience. Think of Accolade as a trusted resource who works for you, can answer your healthcare questions, and works with your health plan to resolve issues and report the results back to you. Accolade Health Assistants can even explain and help resolve Explanation of Benefits statements and billing issues — potentially saving you time, money and frustration.

## FREQUENTLY ASKED QUESTIONS

### **Is Accolade available to all DuPont employees and their families?**

Yes. Accolade is available to employees and their eligible family members enrolled in DuPont's Medical Plan. Employees or their dependents individually determine how much assistance they wish to receive from their Accolade Health Assistant. Employees not enrolled in DuPont's Medical Plan may still contact Accolade for condition support, treatment decision support, medication education and support, and nurse triage and after-hours nurse line.

### **When should I call Accolade vs. my health plan?**

Beginning in January, you and your family should call or message Accolade first for your medical needs. Accolade's phone number replaces the member services phone number listed on your current medical plan ID card, making it even easier for you and your family to reach your Accolade Health Assistant.

### **Is there an extra cost for this service?**

No. Accolade's services are provided at no cost to you and your covered family members.

## Using Your Accolade Benefit

### **Will my family be assigned a dedicated Accolade Health Assistant?**

Yes. When you or a covered dependent call Accolade for the first time, you'll connect with an Accolade Health Assistant. During that interaction, the Health Assistant will let you know that he or she will be a dedicated resource for you and your family going forward. Your Health Assistant will also give you his or her direct phone extension to ensure an easy connection the next time you call.

### **Can I talk only to my assigned Accolade Health Assistant?**

No. When you call in, you can speak to any available Health Assistant. If your dedicated Accolade Health Assistant is not available, you can leave them a voice message, request a call-back or choose to speak to another available Health Assistant. When you send a secure message, your Healthcare Support Team is available for quick responses, too.

## FREQUENTLY ASKED QUESTIONS

### Can we switch Accolade Health Assistants?

Yes. Just ask and you'll be assigned a different Accolade Health Assistant.

### Can Accolade Health Assistants help with outstanding medical claims incurred before Accolade's service began?

No. Accolade Health Assistants can help resolve any claims issues or questions beginning in January. You can call your carrier to resolve an existing issue.

### Can Accolade Health Assistants help with my vision and dental benefits too?

Vision and dental benefits questions should be directed to DuPont Connection at [833-245-7719](tel:833-245-7719). Health Assistants can answer questions about medical, prescription drug, and behavioral health/substance abuse.

### Will Accolade Health Assistants ever contact me directly?

Yes. Accolade Health Assistants may occasionally check in with you to make sure you and your family are doing well and accessing the care you need. When appropriate, your Health Assistant may reach out to you to follow up on an earlier conversation. For example, your Health Assistant may connect with you to ask about an office visit with the new doctor they helped you choose.

### How and when can I contact Accolade?

Connect with your Accolade Health Assistant by calling [877-383-4756](tel:877-383-4756) (Monday through Friday, 8AM to 11PM ET), visiting [member.accolade.com](https://member.accolade.com) or sending a secure message via the [Accolade mobile app](#). If you need to reach someone outside normal business hours, nurses will be available (but please dial 911 if it is an emergency).

### Can Accolade provide support if I'm traveling?

Yes. You and your family can ask Accolade to help you understand your available coverage while traveling in or outside of the United States. If you or your family member needs to find a provider or care facility abroad, Accolade will coordinate with your health plan to obtain the appropriate information.

## FREQUENTLY ASKED QUESTIONS

# Privacy and Confidentiality

## How is my privacy protected?

To provide a highly personalized and confidential service for eligible employees and their families, Accolade is committed to protecting the privacy and security of all personal information. Accolade is independent of DuPont and all health insurance companies. To protect your privacy, Accolade uses a modern data security infrastructure, tested security procedures and extensive training to ensure that all personal information is shared only within federal guidelines and only with your permission. In addition to many other security measures, Accolade uses an identity verification process when members call and access [member.accolade.com](https://member.accolade.com) or the [Accolade mobile app](#).

## Does Accolade comply with federal privacy laws such as HIPAA?

Yes. Accolade is fully compliant with The Health Insurance Portability and Accountability Act (HIPAA) and all applicable federal and state privacy laws.