

ACCOLADE CARE AND CONDITION SUPPORT

At Accolade, it's our mission to help every person live their healthiest life. No matter where you are in your healthcare journey, Accolade can support you and your family in making the best healthcare decisions possible and getting the care you need. Accolade's unique combination of personalized service and clinical expertise allows us to support your medical and behavioral healthcare needs.

NAVIGATE YOUR HEALTHCARE WITH EASE

Registered nurses take time to listen and understand your needs — whether it's a health issue or other life circumstances that may be preventing you from getting the care you need. They can help you find a specialist, coordinate care, prepare for your appointments, and answer billing questions. All of our nurses are supported by a team of pharmacists, medical directors, and claims and benefits specialists.

CLINICAL SUPPORT FOR YOU AND YOUR COVERED FAMILY MEMBERS

- **Behavioral Health:** Accolade can connect you with behavioral health experts that can help you with a wide range of needs. We can answer your questions and help explain your benefits so you know which programs are free and which may have a fee.
- **Condition Management:** Accolade provides extensive support for all acute and chronic conditions. From condition education and finding a great specialist to helping schedule appointments and coordinating your care, Accolade provides support throughout your healthcare journey. We can work with your providers to help find the right treatment plan for you.
- **Prescription Support:** Accolade can help identify cost savings opportunities, manage multiple medications, and help you to understand and follow the recommended course of treatment.
- **Maternity:** Accolade's maternity management program provides you with personalized educational materials to support your specific needs at any point in your journey — fertility, pregnancy, birth and post-natal care, including lactation consulting. Your Accolade women's health nurse is available to answer questions and further assist you in preparing for the birth experience and taking care of a new baby, including adding your child to your health plan.

- **Pre-Admission and Post-Discharge:** Accolade provides education and support prior to a hospital stay so that you will know what to expect. Our nurses provide follow-up during hospitalization and also reach out after discharge to answer any questions and ensure you understand the next steps.
- **Treatment Decision Support:** Accolade encourages a shared decision-making model, which means we help you to fully understand your diagnostic and treatment options. This allows you to make a decision that is a good fit for you and your family. We can also help you find a doctor for a second opinion so that you can feel more confident about your decision.
- **Nurse Triage:** Clinical support from nurses is available 24/7. Accolade nurses can triage and educate you on your symptoms. They can also help you choose the right level of care and explore options such as urgent care, primary care, telemedicine or the emergency room.
- **Lifestyle Coaching:** Accolade can help you create a care plan that is easy to follow and simplify existing healthcare needs. Alongside the medical care you may be receiving, having a care plan in place may help to prevent or stabilize chronic conditions. We can also help you take steps towards positive behavior changes (stress management, exercise, tobacco cessation, etc.).

Questions? Connect with Accolade today for help with care and condition support.