



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 get you 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 best care for you. 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.
- **Case Management:** Members with complex care needs, including high-risk pregnancy, cancer and transplant, will receive specialized support from Accolade-certified case managers. Their goal is to understand your unique situation and create simplicity, making it easier for you to manage your health.



Learn more at member.accolade.com

CALL 911 IF YOU ARE HAVING A MEDICAL EMERGENCY. Accolade and its affiliates ("Accolade") are not an emergency medical service. Accolade provides a personalized healthcare information service to support you to better understand and utilize your benefits, receive information from expert medical resources, and facilitate your access to medical care from various healthcare professionals, including virtual medical care services. Virtual medical care services offered by Accolade are provided through independent professional medical practices, including under the PlushCare brand, to which Accolade provides various platform and related services.

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- **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.

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