

# Accolade Launch to Consumer Silver Proactive Plans

## Frequently Asked Questions

### Program Overview

Beginning in April, 2017, Independence will provide Consumer members in Silver Proactive and Silver Proactive Value plans (on- and off-exchange) with services delivered by Accolade, an independent company. Accolade's innovative model provides access to a dedicated, single point of contact for health care-related questions to help members get the most out of their health benefits, and reduce the time and cost associated with getting care.

#### Why is Independence expanding the partnership with Accolade?

Because our goal is to help members achieve their best possible health, we regularly seek to identify and pursue new models of care. The Accolade model helps members navigate the health care system so they get the right care in the right setting at the right time and, to help better manage their time and costs.

#### Is there an added cost to members to participate in the Accolade program?

No, there is no additional cost.

#### Why only offer Accolade to Silver Proactive and Silver Proactive Value members?

The strategy is to provide this service to members who will most benefit due to enrollment in a tiered network plan because of the importance of making care decisions with an eye toward quality and cost.

#### As a broker, who do I contact if my customers or I have a question about Accolade?

Please continue to contact Independence's Broker Care Center any time you have a question about Independence plan coverage.

#### Is the service limited to subscribers, or can dependents participate as well?

The Accolade service is for subscribers, their enrolled spouses and dependents.

#### How will members be notified about the availability of the Accolade service?

Members will be notified of this service through multiple channels, including a welcome letter, email and IBX Wire text message from Independence, and a "mini-zine" from Accolade.

#### How and when can members contact Accolade Health Assistants®?

Accolade replaces Independence's member services for Keystone HMO Silver Proactive and Silver Proactive Value members and has a dedicated number for these members: 888-504-9690. If a member calls the IBX member services number on the back of their ID card, they will be routed to Accolade.

Accolade Health Assistants are available Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time. If a member needs to speak with someone outside of these hours, nurses will be available for urgent issues at the same number. Members should always dial 911 in an emergency.

## About Accolade

### Who is Accolade?

Accolade provides on-demand health care assistance services that are available through employers, health plans and health systems. The team is supported by breakthrough science and technologies to guide people through the health care system in a deeply personalized manner. By getting to know each person, understand the context of their health care decisions, build trust and influence decisions, they deliver industry-leading engagement levels, satisfaction scores unseen in health care and better health outcomes.

### What is at the core of the Accolade offering\*?

Each member has access to an Accolade Health Assistant®, a dedicated, trained professional who serves as their single point of contact. To ensure a familiar, trusting relationship, members have the opportunity to speak with the same Health Assistant each time they call. Accolade Health Assistants can help members:

- Find an in-network doctor, specialist, or hospital
- Answer questions about a symptom or condition
- Prepare for a doctor's office visit, medical procedure or hospital stay
- Resolve issues with your health care bills and benefit claims

*\*These are value-added programs and services, not benefits under the health plan, and are subject to change without notice.*

### How do Accolade Health Assistants get access to the information they need to provide answers to Independence member questions?

Accolade Health Assistants receive rigorous training on the Independence plans and benefit packages, tools, and resources offered to these members. They have detailed information on the specific benefit plan members are enrolled in.

In addition, they have access to Accolade Clinical Health Assistants, registered nurses who hold a nursing degree (or higher) and have five or more years of clinical experience. Clinical Health Assistants also have expertise in care/case management, home care, or hospice.

### How do Accolade's clinical services interact with Independence's health coach/one nurse model?

Both programs will exist in parallel. If a member participating in the program has been working with an Independence nurse, they should continue to do so. If it benefits the member, Accolade's nurses and non-clinical Health Assistants will also collaborate with Independence case managers to help meet the member's needs more efficiently.

### What are the qualifications required of an Accolade Health Assistant?

Accolade Health Assistants come from a variety of industries including health care, social work, social services, education, and customer care. They have a variety of Bachelor's and Master's degrees, and are creative problem solvers — which is essential to supporting families for all of their health care needs.

### Can Accolade Health Assistants provide support to Independence members traveling abroad?

Yes. Independence members traveling abroad can call Accolade with questions about their available coverage. If the subscriber or family member should need to find a provider or facility abroad, Accolade will coordinate with Independence to obtain the appropriate information.

### How is each member introduced to their dedicated Accolade Health Assistant?

When a member or dependent calls Accolade for the first time, an Accolade Health Assistant will handle the call. During the call, the Accolade Health Assistant will let them know that he or she will be the dedicated resource for the member and their family going forward, and provide their phone extension to ensure an easy and direct connection the next time they call.

### Can members switch to a different Accolade Health Assistant if they wish?

Yes, upon request.

## Privacy and Confidentiality

### Will an Accolade Health Assistant reach out to a member?

Yes, Accolade Health Assistants may occasionally check-in with members and, when appropriate, call to follow-up from an earlier conversation. Conversations are always confidential and Health Assistants always obtain permission prior to leaving any messages. For example, an Accolade Health Assistant might call a member to find out about their recovery after a medical procedure or to ask about an office visit with a new doctor they helped them select. Accolade Health Assistants strive to build supportive relationships with member families.

### 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.

### How is the member's privacy protected?

Accolade provides a highly-personalized, confidential service to Independence members and their families. Therefore, Accolade is focused on protecting the privacy and security of personal information. In compliance with applicable laws and regulations, Accolade follows strict guidelines and policies to ensure member information is protected.

To protect privacy, Accolade uses a modern data security infrastructure, tested security procedures, and extensive training to ensure that all protected health information is shared according to federal guidelines and only with member permission. Accolade uses an identity verification process when members call or access [ibxpress.myacolade.com](https://ibxpress.myacolade.com). These are only some of the measures Accolade has in place to protect member privacy.