



Welcome to Accolade!

Getting to Know US



Accolade is here to help SFHSS employees and their family members get the most from their healthcare benefits, while reducing the time, cost and hassle of getting good healthcare.





Reduces Stress

Helps employees and their families with the hassle of navigating their health and healthcare benefits



Saves Time and Money

Simplifies benefits and claims questions, and saves employees money by helping them access the right care at the right time



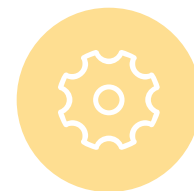
Promotes Wellness

Encourages participation in existing programs and tools (e.g., employee assistance, telemedicine)



Increases Knowledge

Educates families on the best use of their healthcare benefits to manage costs and access care in the most appropriate setting



Streamlines the Process

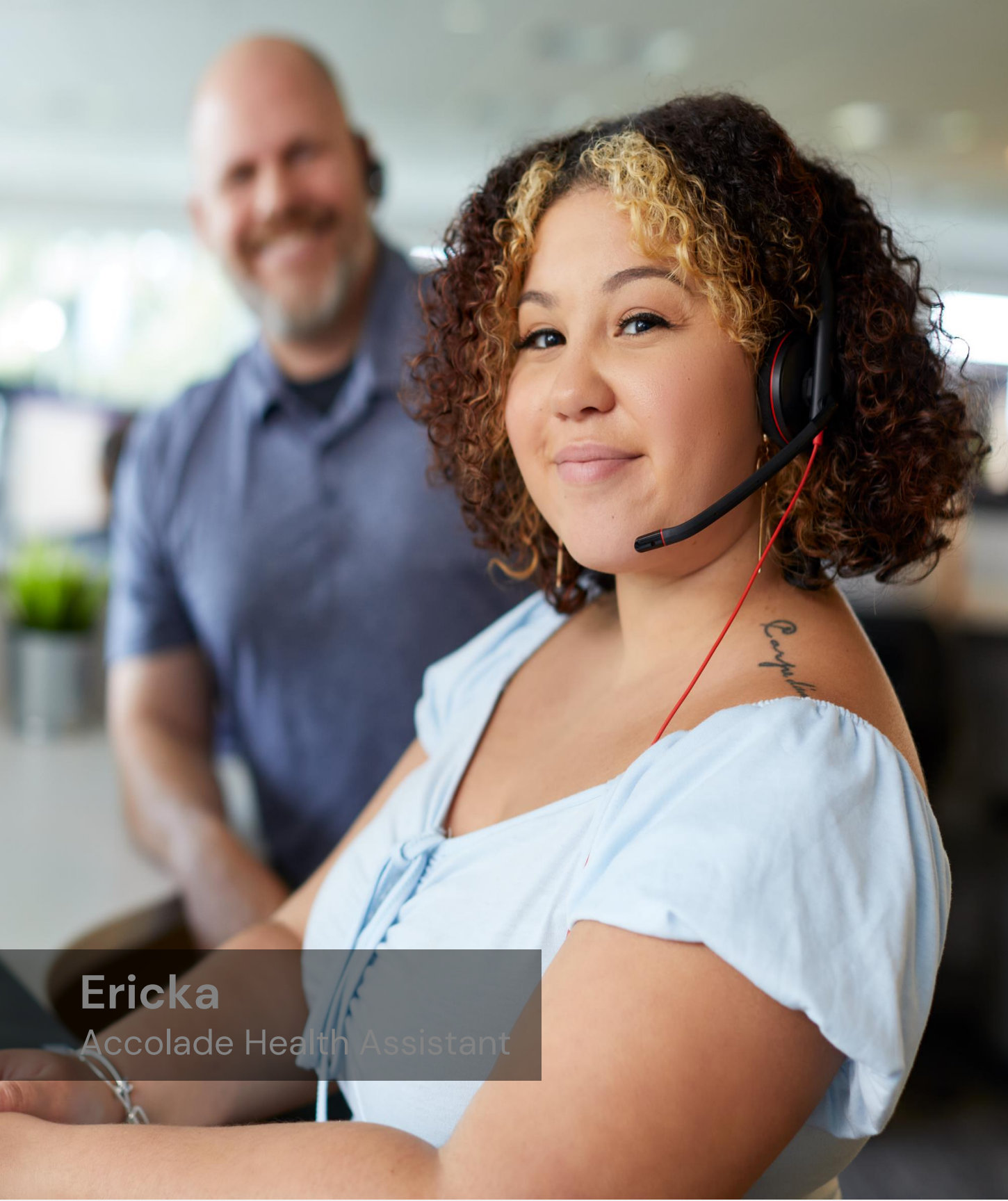
Provides one point-of-contact for all health and health benefits questions



The single point entry for personalized benefits

Reducing the complexity and costs of benefits for employers and their employees





Ericka

Accolade Health Assistant

Meet the Accolade Health Assistant

- We are familiar with your health plan benefits, including health plan coverage
- We are supported by a team of nurses, doctors, pharmacists and claims specialists
- We can help you find great doctors who are in your network and get cost estimates
- We can help you understand your medical bills and claims
- We are a completely confidential service available to you and your family
- We make it easy! Just 'Ask Accolade' for all your health and health benefits questions



Kyle
Accolade nurse

Meet the Accolade Nurse*

- We help you understand symptoms or learn more about a specific illness or condition
- We help clarify your doctor's instructions, understand the treatment plan or discuss alternatives
- We can help you identify and remove barriers to getting the healthcare you need
- We can provide information on health management programs for maternity or chronic diseases
- We help prepare you for a doctor's appointment or hospital stay, and provide follow-up



Bringing It All Together

Member Story



Member Story - Musculoskeletal surgery condition



BETSY

35 year-old with history of back pain seeking options for control. Provider orders MRI to evaluate potential surgery.



Betsy contacts Accolade to verify benefits. **Jackie** locates freestanding Radiology Facility. Amy prepares member for MRI.



Amy identifies history of back pain and previous treatments. Educates Betsy on available second opinion programs.



Following determination of pain level, Nurse will support member's pain management plan and align plan with medication guidelines.



Support of member continues through multi-channel, bi-directional conversations, including educating on options for care and communicating with providers office regarding treatment plan or barriers to compliance.



JACKIE
Health Assistant



AMY
Registered Nurse



Reaching Your Health Assistant



Connecting with Your Accolade Health Assistant is easy



Phone (866) 336-0711

Call Monday through Friday, (8am-8pm ET)

Nurses available 24/7

*Accolade's number can be found on the back of your Medical ID card!



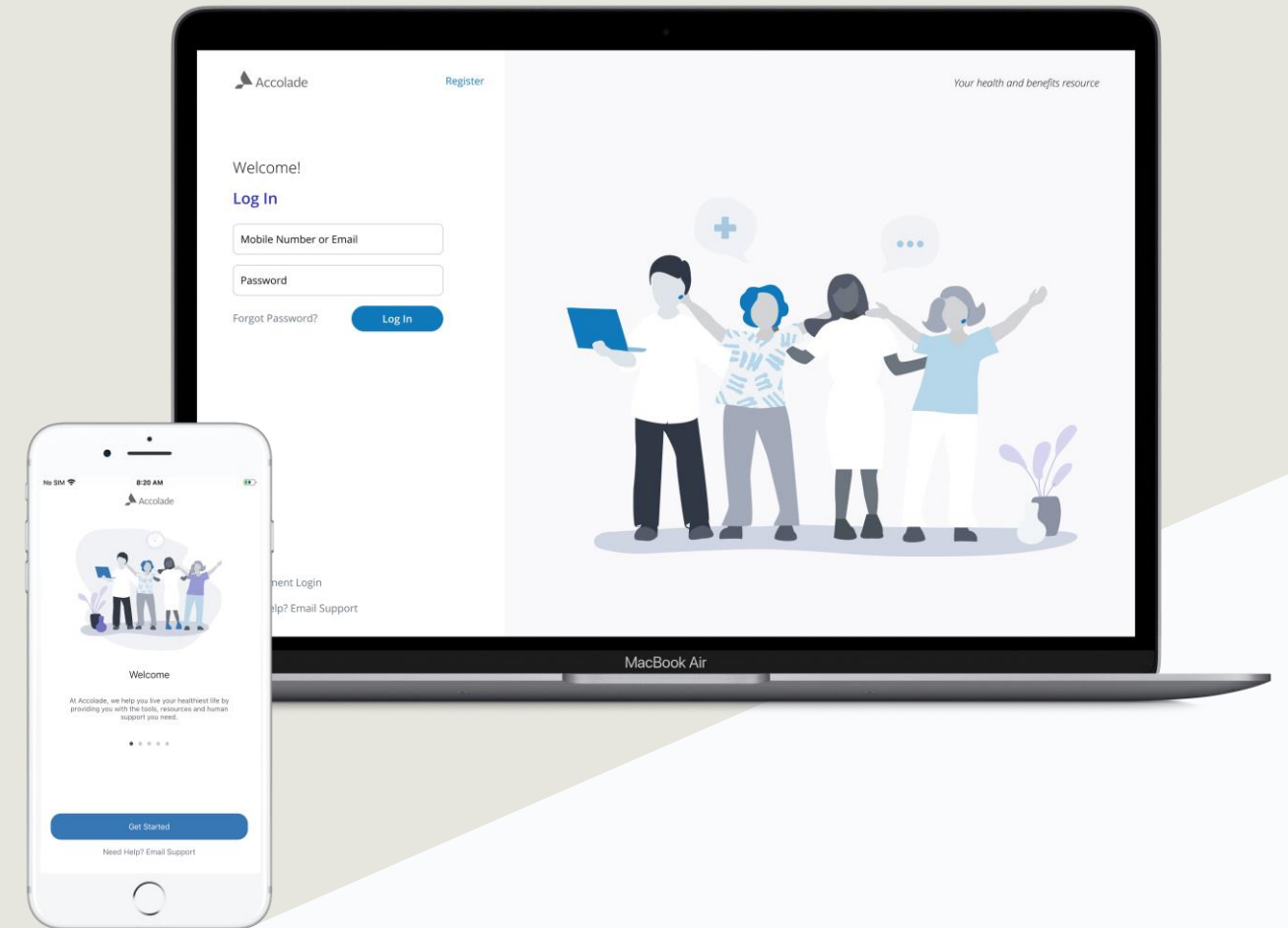
member.accolade.com

Send a secure message to your Accolade Health Assistant or nurse



Accolade mobile app

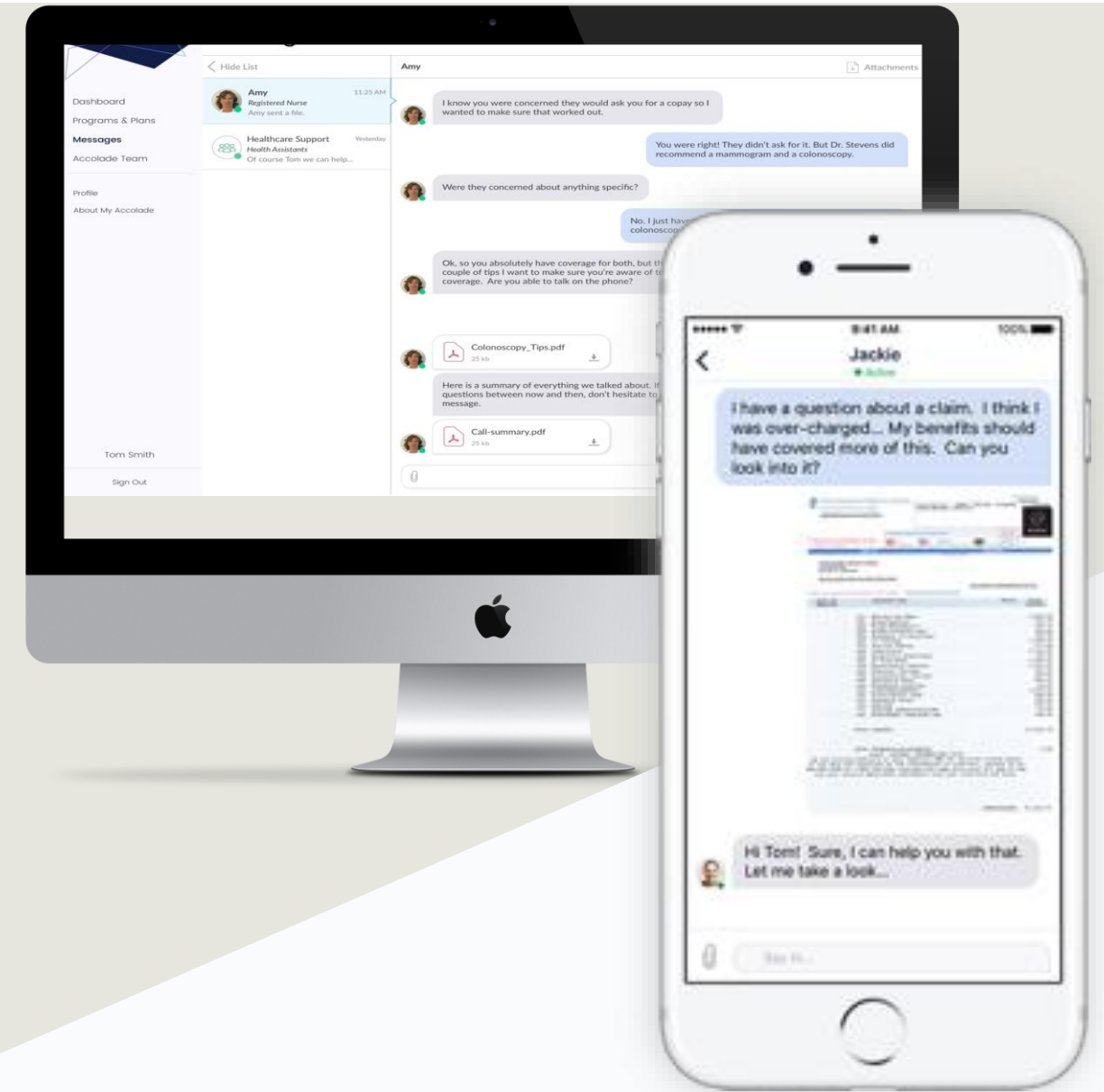
Download on the App Store or Google Play



Accolade Member Portal

All the benefits of your Accolade Health Assistant on your mobile phone or desktop

- View all of your benefits in one place
- Send a secure message to your Health Assistant or nurse
- Snap and send images of a confusing medical bill to your Health Assistant
- Ask your Health Assistant for help finding a great in-network provider
- Store and share your insurance cards directly from Accolade Mobile's virtual wallet
- Click to call directly from the app or request a callback if your Health Assistant is unavailable





Accolade

PERSONALIZED HEALTHCARE