



# Accolade Q&A

Accolade is a confidential service provided by the Trust as part of your benefits. Accolade helps you navigate the healthcare system, get help with questions about your benefits, find care, and make informed health and wellness choices.



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## What does Accolade offer?

### **Personalized benefits guidance.**

An Accolade Health Assistant or nurse can help you get information you need. Whether that is talking through your care options, better understanding a diagnoses, finding a provider, specialist or therapist, or talking through claims or billing questions. They are there to help you with all things medical care.

### **Accolade Care.**

Convenient and on-demand virtual care options are available to you through Accolade. You can see and speak with a board-certified doctor or therapist right from your phone, tablet, or computer—day or night. Your Accolade provider can treat common issues, non-life-threatening urgent issues, or existing conditions. They can send prescriptions to your local pharmacy and even provide ongoing primary care if you like your provider and would like to keep seeing them.

### **Medical advice.**

Get an expert medical opinion with Accolade 2nd.MD. If you are facing a new or existing diagnosis, a change to your medication or care plan, an upcoming procedure, or anything that you may be feeling unsure about, Accolade can connect you to a world-renowned doctor to offer a second professional opinion, answer your questions, and help you feel more informed and confident going forward.

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## What does Accolade cost?

The confidential service is offered to you by the Trust as part of you plan benefits, with no copays or coinsurance required. Virtual visits are free, with lab tests and any prescribed medications subject to your regular plan copayments and limits.



## **Does Accolade replace my Premera health plan?**

No. Accolade is designed to complement your health plan by helping you get the most value from your benefits and simplify your healthcare experience. Accolade 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 and billing issues – potentially saving you time, money and frustration.

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## **I am new to the Trust but not on the medical plan yet, can I use Accolade?**

Yes. Even if you are a new hire and not yet enrolled, or it is during Annual Enrollment, you can still ask Accolade Health Assistants for help navigating your future benefits.

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## **Can Accolade help with outstanding medical claims?**

Yes. Accolade Health Assistants can help resolve any existing claims issues or questions. You can call your health plan to resolve the existing issue, or you can contact Accolade with details about the issue – and a team of experts will work with you to resolve the issue.

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

Accolade can answer basic dental and vision benefits questions. They will not have access to your dental and vision claims information but can help get you connected to your dental or vision provider.

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## **Will Accolade ever contact me directly?**

Yes. Accolade may occasionally check in with you to make sure you and your family are doing well and are accessing the care you need. When appropriate, Accolade may message you to follow up on an earlier conversation.