

Humana with Accolade: Frequently asked questions

What is Humana with Accolade?

Humana teamed up with Accolade to deliver a superior personalized consumer experience through a deeply integrated partnership. Humana with Accolade can make health and benefits an easier and more engaging experience for our members and our employer customers. Accolade provides personalized help from benefits experts and nurses. Accolade also provides guidance for members when finding a provider as well as cost of care. With the help of Accolade, members will be guided to the appropriate level of care to meet their needs.

Who is Accolade?

Accolade is a personalized health and benefits solution that improves the experience of healthcare for members. With a unique blend of compassionate advisors, clinical experts, and intelligent technologies, Accolade engages individuals and families in their health, establishes trust, and influences care decisions. Accolade has been recognized as one of the nation's 25 most promising companies by Forbes, as a fastest-growing private healthcare company by Inc. 5000, and is consistently rated a top workplace across the country.

What groups are eligible for Humana with Accolade?

Humana with Accolade will be included in all fully-insured and level-funded premium medical plans in Tennessee beginning 1/1/2021 and in Georgia beginning 7/1/2021. This includes all existing groups as well as new business for 2021 and beyond.

Is Go365® and EAP included?

Go365 and EAP programs will be included as they are today for fully-insured and level-funded premium customers.

Will Humana Pharmacy be included?

Humana Pharmacy will be included as it is today for fully-insured and level-funded premium customers.

What does Humana with Accolade cost?

Humana with Accolade is included at no additional cost for fully-insured and level-funded premium customers.

What should be expected during installation once Accolade is included in the customers' plan?

Humana will install groups using the same process that we do today. The implementation timeline will not vary from Humana's current fully-insured and level funded premium implementation timeline.

Who will be responsible for member customer service?

Humana's customer service representatives will continue to service all members. Members can reach a Humana representative by dialing the number on the back of their ID card. In the event that a member indicates that they need assistance with provider search through the IVR, they will automatically be routed to an Accolade Health Assistant. If at any time during a call with a Humana customer service representative a member indicates that they need assistance finding care or cost of service information, they will be warm transferred to an Accolade Health Assistant. Members can also connect with Accolade via mobile app or online messaging at humana.accolade.com.

Who will be responsible for employer customer service?

Humana will continue to offer customer service for employers using our Single Point of Contact model.

How will the members engage with an Accolade Health Assistant?

All member calls to Humana will serviced by Humana unless the member needs help finding care, in which case they will be routed to an Accolade Health Assistant. Members will be encouraged to connect with an Accolade Health Assistant digitally through the Accolade app and website regarding any health and benefits questions using the URL on the back of their medical plan ID card.

What is the website and online portal that members should use?

Members can still access all of their plan information through the MyHumana web and app. When using Humana's site to find providers and cost of care, members will be directly linked to Accolade for assistance.

At any time, members can use the URL on the back of their medical plan ID card to connect with an Accolade Health Assistant. Members will be asked to register at humana.accolade.com and can use the same credentials to access the Accolade mobile app.

Members will receive updated ID cards with the humana.accolade.com URL upon renewal.

Within Accolade's online member portal and mobile app, members also have an easy way to access medical plan information, including information that would typically be available through the MyHumana portal and mobile app, such as plan information, claims information and available spending accounts. The Accolade member portal can also be used to navigate all Humana health benefits from Go365 and EAP to Doctor on Demand.

This communication provides a general description of certain identified insurance or non-insurance benefits provided under one or more of our health benefit plans. Our health benefit plans have exclusions and limitations and terms under which the coverage may be continued in force or discontinued. For costs and complete details of the coverage, refer to the plan document or call or write Humana, or your Humana insurance agent or broker. In the event of any disagreement between this communication and the plan document, the plan document will control.

Go365 is not an insurance product. Not available with all Humana health plans.