

## 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 their 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.

### **What does Humana with Accolade cost?**

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

### **Are Go365® and EAP included?**

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

### **Is Humana Pharmacy included?**

Humana Pharmacy is included as it is today 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](https://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 be 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 will 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 through new tiles on their dashboard and tools pages.

The [humana.accolade.com](http://humana.accolade.com) splash page includes an introduction to Accolade, providing an overview of the services Accolade offers and a link to get started. Members can use the URL on the back of their medical plan ID card to connect with an Accolade Health Assistant. (Members will receive updated ID cards with the [humana.accolade.com](http://humana.accolade.com) URL upon renewal. See question below regarding issuance of ID cards.) Members will be asked to register with Accolade via the link on [humana.accolade.com](http://humana.accolade.com) using personal information and will use the same credentials to access the Accolade mobile app.

Within Accolade's online member portal and mobile app, members have access to medical plan information including claims and in and out of network accumulators, tiles detailing available Humana benefits and programs such as Doctor On Demand and Go365, secure messaging with an Accolade Health Assistant, provider search tool and cost estimator. *Screenshots can be found in the appendix.*

## **What features do the transparency tools include?**

Members are able to search for in-network providers via specialty, facility or name. The search tool also provides popular search categories like PCP and urgent care for quick searches. Accolade's transparency tools also include a cost estimator that provides estimated out-of-pocket costs for medical procedures and services based on the member's medical plan deductible and out-of-pocket to date. The estimations are provided for a specific provider as well as the state average for the same service. The cost estimator displays a price compared to other providers in the same area based on all carrier claims.

## **Will there be a single sign-on feature?**

Yes, bidirectional SSO will be available between Humana and Accolade. Members are required to register with Accolade initially and all subsequent interactions will use single sign-on; however, if a member accesses Accolade from MyHumana, they are not required to complete a registration.

## **Can members update personal information on Accolade's benefit center?**

Yes, members are able to update preferred contact information within the Accolade benefit center; however, any changes to personal information is not updated within Humana's systems at this time.

## **Are Accolade services available for dependents on the medical plan?**

Yes, Accolade is available to all medical plan members and their families. All subscribers as well as dependents age 18 and older will be required to register on Accolade's online member portal or app separately. At this time, claims for dependents under 18 will not be visible within the subscribers line-by-line claim detail; however, claims for dependents under 18 will be available telephonically. Plan balances will be available at the individual and family level for both in and out-of-network claims. Claims are sorted by date and include tags for claim category (medical or pharmacy). Claims information is displayed for the last 18 months. Claims for specialty benefits are not shown in portal.

## **Will members have a different Health Assistant each time they interact with Accolade?**

Members may not have the same Health Assistant each time they interact with Accolade, but members will be serviced by a dedicated team of Health Assistants. Accolade makes an attempt to connect members with the same Health Assistant if requested and Health Assistants are able to provide direct extensions if they need to assist a member telephonically. The messaging feature within the Accolade benefits center is persistent allowing any Health Assistant within the team to assist at any time.

## **Are there changes to member ID cards?**

To supplement the Accolade offering, Tennessee and Georgia policy members will be issued a new ID card with [humana.accolade.com](http://humana.accolade.com) printed on the back for quick digital access to an Accolade Health Assistant. Humana's customer service phone number will remain on Tennessee policy member ID cards. New member ID cards will be issued as follows:

- All new Tennessee and Georgia groups or divisions being added will receive new ID cards
- Any new members added to existing Tennessee groups or divisions will also receive new ID cards
- All other existing Tennessee membership will receive new ID cards upon their scheduled renewal date. For these renewal groups, the following process will be followed for issuing new ID cards to members.
  - On the first of the month, renewals will process as normal. Members who have made a plan change from the previous year will receive a new ID card as they normally would.
  - For Large Group, the SPOC can mass request ID cards as soon as the group's enrollment is complete and Sales/CE has been notified (see below).
  - For Small Group, at the end of the month of the group's annual renewal, the Account Installation team will mass request ID cards for all other members who have not received new ID cards. The ID card team has duplicate logic in place to prevent reissuing extra ID cards. The monthly mass request list will be shared with Sales as well per the note below.
- Prior to the mass request being sent, the SPOC will alert the groups Client Executive (CE) as to when the new ID cards will be sent. The CE is responsible for cascading this update to their group. Note: On Hand members will receive the On Hand ID card in lieu of Accolade card.

**What marketing materials and sales resources are available on FUSE?**

Sales Resources	Agent Materials
Sales Positioning Guide	Agent FAQ
Cigna + Oscar Battle Card	Capabilities Presentation
Sales Training Videos	Why Humana Flyer – Nashville and Knoxville
	Small Group and Large Group Flyers
	Humana's Accolade solutions comparison

**What communication is planned for agents, employers and members?**

In addition to the sales materials available on FUSE, agent, employer and member marketing campaigns will be deployed in January. General information is outlined below:

- Agent communication will include a general awareness campaign to introduce the Accolade offering and provide information about cascade of communication.
- Employer communication will include a toolkit to provide employers with worksite materials to increase member awareness and engagement with Accolade.
- Member communication will include a direct mail quick-start guide and FAQ followed by new member communication from Accolade two weeks later. Accolade also deploys a seasonal awareness campaign for members 4 times per year with seasonally relevant topics and ongoing engagement opportunities. Members will also receive messaging within MyHumana as well as any SmartEOB generated for claims incurred 1/1 or later.

Once final dates for all communication has been scheduled and content has been approved, a timeline and sample materials will be provided to the sales markets.

**How up-to-date is the information within the Accolade benefit center?**

Humana shares member eligibility feeds with Accolade on a daily basis.

**How does Humana identify Accolade groups and members within our eligibility data?**

A suite of indicators were created within EDW to identify Accolade groups. The indicators allow differentiation from Humana’s standard medical plan members and also filters groups by Accolade offering (Humana Impact v. Embedded)

Vendor Type	Vendor ID	Vendor Benefit	Vendor Benefit Description
CE	ACCL	V-AEMB	Accolade Embedded

**What is the Accolade experience for a member that terms with Humana?**

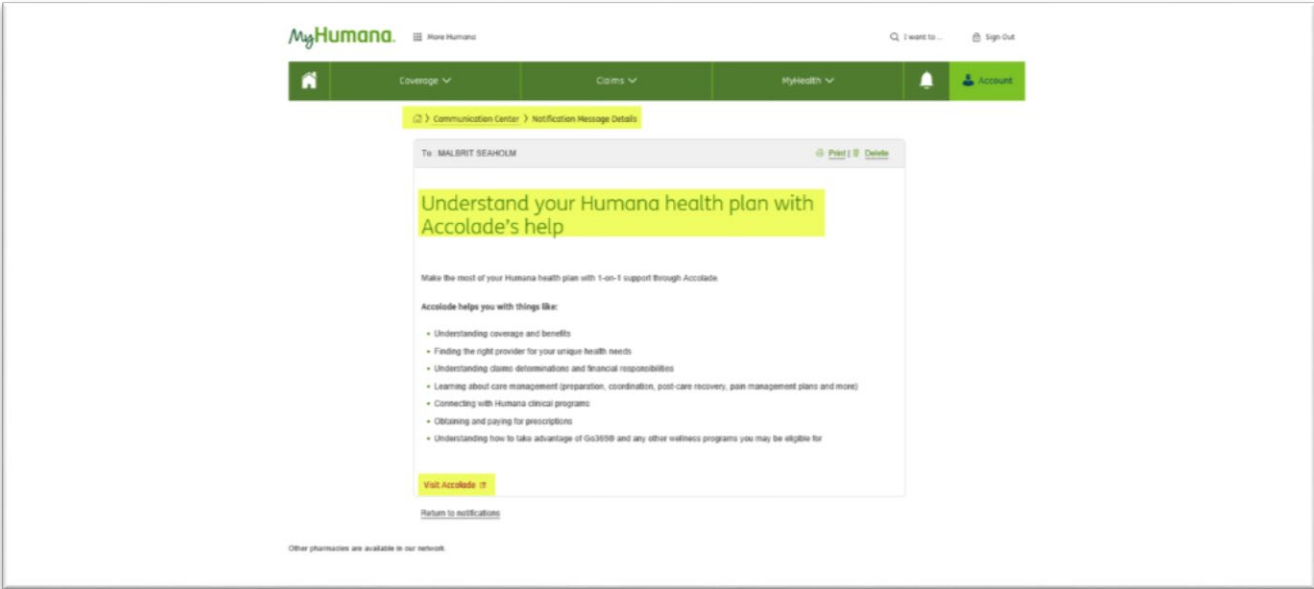
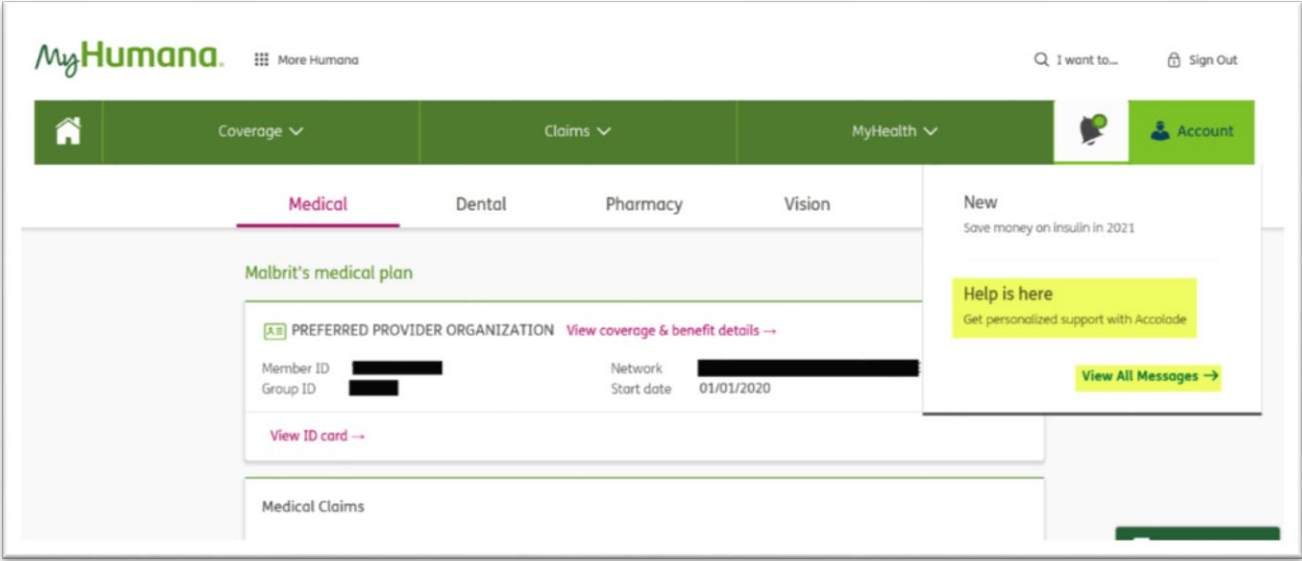
Termed members will no longer have access to Accolade digital assets as soon as the daily eligibility file following their termination is processed by Accolade. Accolade will be available telephonically for any members that are finalizing unresolved issues prior to termination. Members will continue to have access to MyHumana for two years from their date of termination; however, the Accolade links within the MyHumana experience will be turned off upon termination. Groups that are terminated due to non-payment with immediate reinstatement will not lose access to Accolade. The member will have continuance of coverage upon the group’s reinstatement and their previous login information will remain active without needing to re-register.

**What customer reports are available?**

Standard Plan Pulse content will be available, as there is no Accolade IQ reporting at the Employer-level at this time.

# Appendix

# MyHumana Bell notification



## Coverage and Benefits page

The screenshot shows the 'Coverage & Benefits' page. At the top, there is a yellow header with the text 'Coverage & Benefits'. Below this, a message asks 'Need to see information for other members?' and shows the 'Active coverage date: 01/01/2020-present'. A navigation bar contains tabs for 'Medical', 'Dental', 'Pharmacy', and 'Vision', with 'Dental' currently selected. The main content area is titled 'Medical Coverage & Benefits' and is divided into two columns. The left column, under a 'Plan basics' tab, is titled 'For your Medical benefits' and lists: Plan Type (Medical), Provider network (redacted), Start date (01/01/2020), Covered members (2, with a 'View All' link), Max Dependent Age (26), and Max Student Age (26). It also notes that updates may take up to 48 hours to process and shows redacted member and group information. The right column, under a 'Tools & Forms' tab, lists 'Authorizations and referrals' and 'Prior authorization status'. Below this is an 'Accolade' section with 'Coverage clarity' (Let Accolade's Health Assistants help you understand your Humana health plan.) and a 'Message a Health Assistant' button. A 'Chat with us' button is located in the bottom right corner.

## Claims

The screenshot shows the 'Claims' page on the MyHumana website. The top navigation bar includes 'MyHumana', a search bar, and 'Sign Out'. A secondary navigation bar contains 'Coverage', 'Claims', 'MyHealth', 'Billing', and 'Account', with 'Claims' selected. The main content area is titled 'Claims' and includes the instruction: 'Use this page to search for a specific claim. You can also track claims from a current or past year to help manage your spending.' Below this, there is a message: 'Need to see information for other members?'. A navigation bar shows 'Medical' and 'Pharmacy' tabs, with 'Medical' selected. The main content area is titled 'Your medical claims' and features a search form with 'View claims for' (set to 'All'), a 'Claim number' field, and a 'Select a date range' dropdown. A 'Search' button and a 'Clear search' link are also present. Below the search form, it states 'You have no claims within the last 3 months'. To the right, under 'Claims resources', there are links for 'Year-to-date summary', 'SmartSummary statements', 'Authorizations and referrals', and 'Health benefits claim form'. An 'Accolade' section offers 'Find 1-on-1 support with Accolade' and a 'Visit Accolade' button. A 'Let's Chat' button is in the bottom right corner.

INSERT PHASE 4 – Cost of Care Estimator language

# Splash page – humana.accolade.com

Coming Soon – 11/15-12/15



## Coming Soon!

Humana has teamed up with Accolade to provide you and your family with one-on-one support. From finding the right doctor to understanding costs and coverage, and much more, Accolade is here to help you make the most of your Humana benefits. Check back soon to get started with this personalized service for you and your family.

For questions or to learn more about your Humana plan, register or log in to MyHumana at <https://www.humana.com/logon> or call 1-866-427-7478.

Live Page – 12/15



# Accolade Benefit Center Home Page

Accolade Online

Home

Programs

Messages

Accolade Team

Profile

About

Log Out

## Hello, Member001

**Your Healthcare Support team is here to help with:**

- Answering questions about your benefits
- Getting a new ID card
- Finding a new doctor or other provider
- And more

[Send Message to Healthcare Support](#)

**Humana with Accolade**

Humana teamed up with Accolade to provide you and your family with personalized support to make better health and benefits decisions, making sure you get the most out of your Humana health plan and benefits – at no additional cost to you.

[Learn More](#)

### Featured Programs

**Humana.**

**Your dental plan**

Look up benefit coverage, find a dentist in your network, and get a replacement ID card.

[Learn More](#)

**dr. on demand**

**Your virtual visit provider**

Safe, easy and convenient access to board-certified physicians from your smartphone, tablet, or computer – even on nights and weekends!

[Learn More](#)

### Have questions?

**Healthcare Support**

Your Health Assistants

**Office Hours:**

☎ Mon - Fri: 8AM - 8PM EST

💬 Mon - Fri: 8AM - 11PM EST

(844) 213-8915

🟢 Available

[Send Message](#)

## Programs Page

**All Programs**

**EAP** Employee Assistance Program

**Employee Assistance Program**

Access confidential counseling, legal services, and work-life solutions to improve overall well-being, at home or in the workplace.

[Learn More](#)

**Healthcare Plan Benefits**

**Humana**

**Medical Plan**

Access claims, find a doctor in your network, get a replacement ID card and more on your medical plan website.

[Learn More](#)

**Humana**

**Vision Plan**

Look up benefit coverage, find a doctor in your network, get a replacement ID card and more on your vision plan website.

[Learn More](#)

**Humana**

**Dental Plan**

Look up benefit coverage, find a doctor in your network, get a replacement ID card and more on your dental plan website.

[Learn More](#)

**Humana** Pharmacy

**Prescription Drug Plan**

Look up benefit coverage, manage your medications, fill a prescription, pay your bills, and more on your prescription drug plan website.

[Learn More](#)

## Messages Page

Accolade Online

- Home
- Programs
- Messages**
- Find Care
- Spending
- Accolade Team
- Profile
- About

**Messages**

**Healthcare Support** Health Assistant

Healthcare Support

Attachments

Hi Morgan, My name is Amy and I am a Nurse at Accolade. Your specialist reached out to verify your benefits for an upcoming visit. I'd like to provide you with some information to ensure you can get the most out of your appointment. Can you tell me a little about what's going on?

Hi Amy, I've been having some knee pain for a couple of weeks and my PCP recommended I see a specialist. I really want to avoid surgery so I thought it would be a good idea to be seen sooner than later.

That sounds like a good plan. I'll quote your specialist benefit so you know what to expect copay wise. I'll also send you a visit prep with a list of questions you may want to ask during your appointment.

[View file visit.pdf](#) 10KB

If you aren't already aware, your employer offers a great benefit called Go365 it might be a good solution for you. Here is some

Type your message here...


## Find Care Page

## Spending Page

Claims				
Medical	DR. JONAS SALK	04/02/20	In-Network	\$200.00
<b>Total Cost</b>				<b>\$200.00</b>
	Plan Discount			\$0.00
	Health Plan Paid			\$113.82
	My Responsibility			\$30.00
	Co-Pay			\$30.00
	Co-Insurance			\$0.00
	Deductible			\$0.00
	Not Covered			\$0.00
Claim #2018548423, Carrier Process Date: 04/04/20				
<a href="#">Ask Accolade</a>				
Medical	DR. DEREK SHEPHERD	02/05/20	In-Network	\$75.00
Medical	Dr. MIRANDA BAILEY	12/05/19	In-Network	\$68.00
Pharmacy	ACP PHARMACY Januvia Oral Tab...	11/24/19	In-Network	\$475.00
Pharmacy	ACP PHARMACY Pioglitazone HCL...	11/24/19	In-Network	\$13.00
Pharmacy	ACP PHARMACY Lisinopril Oral Tab...	11/24/19	In-Network	\$9.00


Plan Balances			
Individual - In Network		Family - In Network	
<p>Applied \$1,300.00</p>		<p>Applied \$1,300.00</p>	
• Deductible	• Out-of-Pocket Max	• Deductible	• Out-of-Pocket Max
\$1,400.00	\$7,500.00	\$3,000.00	\$12,000.00
\$100.00 to meet	\$6,200.00 to meet	\$1,700.00 to meet	\$10,700.00 to meet

## Accolade Team Page



### Healthcare Support

Health Assistants




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Tel:  
**610-834-2989**


Office Hours:  
**Mon-Fri, 8am-6pm**

[Send Message](#)



### After-Hours Support

Nurse Hotline



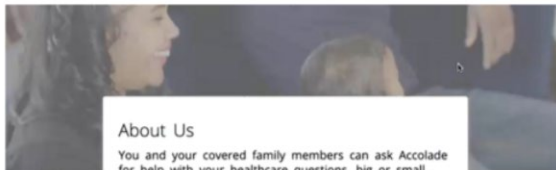
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Tel:  
**(610) 834-2989**

Office Hours:  
**Mon-Fri 6pm-8am EST  
24/7 Saturday and Sunday**

*Available only for phone calls*


## About Pages



### About Us

You and your covered family members can ask Accolade for help with your healthcare questions, big or small. Your dedicated Accolade Health Assistant® is your first line of support in finding a new provider, answering claims or coverage questions, and making the best healthcare decisions possible.

<h4>About Your Accolade Team</h4> <p>Your Health Assistant is backed by a team of nurses, doctors and clinical specialists — all working together to provide confidential and personalized support for your health and benefits needs.</p>	<h4>Provider Support</h4> <p>Where can I go to have this MRI? Can you help me find a participating provider? What questions should I ask my doctor?</p>
<h4>Benefits and Claims Support</h4> <p>Why was I billed for this test? Is this test or procedure covered? Is there a way for me to save</p>	<h4>Care and Condition Support</h4> <p>Do I have other treatment options? Is there a generic version of my prescription?</p>



### Humana with Accolade

Humana teamed up with Accolade to provide you and your family with personalized support to make better health and benefits decisions, making sure you get the most out of your Humana health plan and benefits — at no additional cost to you.


Through Accolade's innovative technology and one-on-one support, they make navigating your healthcare easier, with less stress.

**With Accolade, you get:**

- A team of Accolade Health Assistants to help answer your questions big or small, and show you how to maximize your benefits
- Access to a provider search tool and cost of care estimator
- Guidance from a team of doctors, nurses, and benefits specialists to help you understand your options and making care
- Secure mobile and online messaging for confidential, personalized assistance — anytime, anywhere

**Humana Contact Information**

📞 1-866-427-7478  
📄 [Humana Accessibility Resources](#)



## Profile Page

## Profile

Morgan Kelly



### Preferred Contact Info



Phone Number: (860) 555-2568

Email: morgan.kelly@gmail.com

Address: 824 Yellowbird Court, Seattle, WA 98105



### Name and Gender Identity

