Accolade & You!

Better Together
Accolade is the First Place to Turn for Health and Benefits Needs

- Accolade Health Assistants are here to support all you with all of your healthcare and pharmacy questions. They can help with understanding your benefits, understanding an EOB, finding the best provider for you and more.

- Accolade’s nurses provide you with support for anything from helping with symptoms you are currently experiencing, navigating a new diagnosis, or providing long-term support with a chronic condition.

- Can connect you with other benefit programs and resources that may be a great fit for you.
In-depth Support

Picking the right plan can be stressful—especially if you’ve had a change in your health.

• Accolade’s health assistants will:
  
  • Explain your plan options and help guide you through the plan selection process

  • Review coverage, assist with provider selection, and estimate costs

  • Highlight USG’s benefits that may be a great fit for you

  • Connect you with an Accolade clinician for further support
Clinical Support

Getting a new diagnosis can be overwhelming. Accolade’s clinical support is there every step of the way!

Accolade can help you:

• Enroll in one of our clinical programs
• Understand your symptoms and learn more about a specific illness or condition
• Clarify doctor’s instructions, understand the treatment plan or discuss alternatives
• Prepare you for a doctor’s appointment or hospital stay, and provide follow-up
• Help identify and remove barriers to getting the healthcare you need
• Provide clinical benefits education and referrals, as appropriate

Accolade does not practice medicine or provide patient care. We are an independent resource to support and assist you as you use the healthcare system and receive medical care from your own doctors, nurses and healthcare professionals. If you have a medical emergency, please contact 911 immediately.
Accolade’s Find Care tool – right at your fingertips!

- Accolade’s Find Care tool helps you easily find a doctor, specialist or healthcare facility that meets their needs.
- Makes it simple to find in-network care that matches your preferences on location, specialty, gender, language and more.
- Understand healthcare costs before getting care. The tool helps you estimate out-of-pocket costs and provides the average price in your area for a specific procedure or service.
- Click to call your Health Assistant with questions within the tool.
Are there any programs available to support my pregnancy?

I had a preventive visit. Should I have received a bill?

Can you help me estimate my out-of-pocket costs for my upcoming MRI?

Where do I start to find a new doctor?

Can you help me prepare for my upcoming PCP visit?

Should I go to urgent care for this issue?

I woke up feeling dizzy, should I go to the ER?

Is there a better way to manage my stress?

(866) 204-9818
Call toll-free Monday through Friday, 8 AM – 11 PM EST
Nurses also available after hours

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
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One message per request. Message and data charges may apply. Visit accolade.com for privacy policy and terms of use.