

“Compared to the matched multi-employer controls in 2018 and 2019, all six of Accolade’s customers experienced reductions in cost levels and lower year-over-year trends compared to market.”

— AON Study 2020

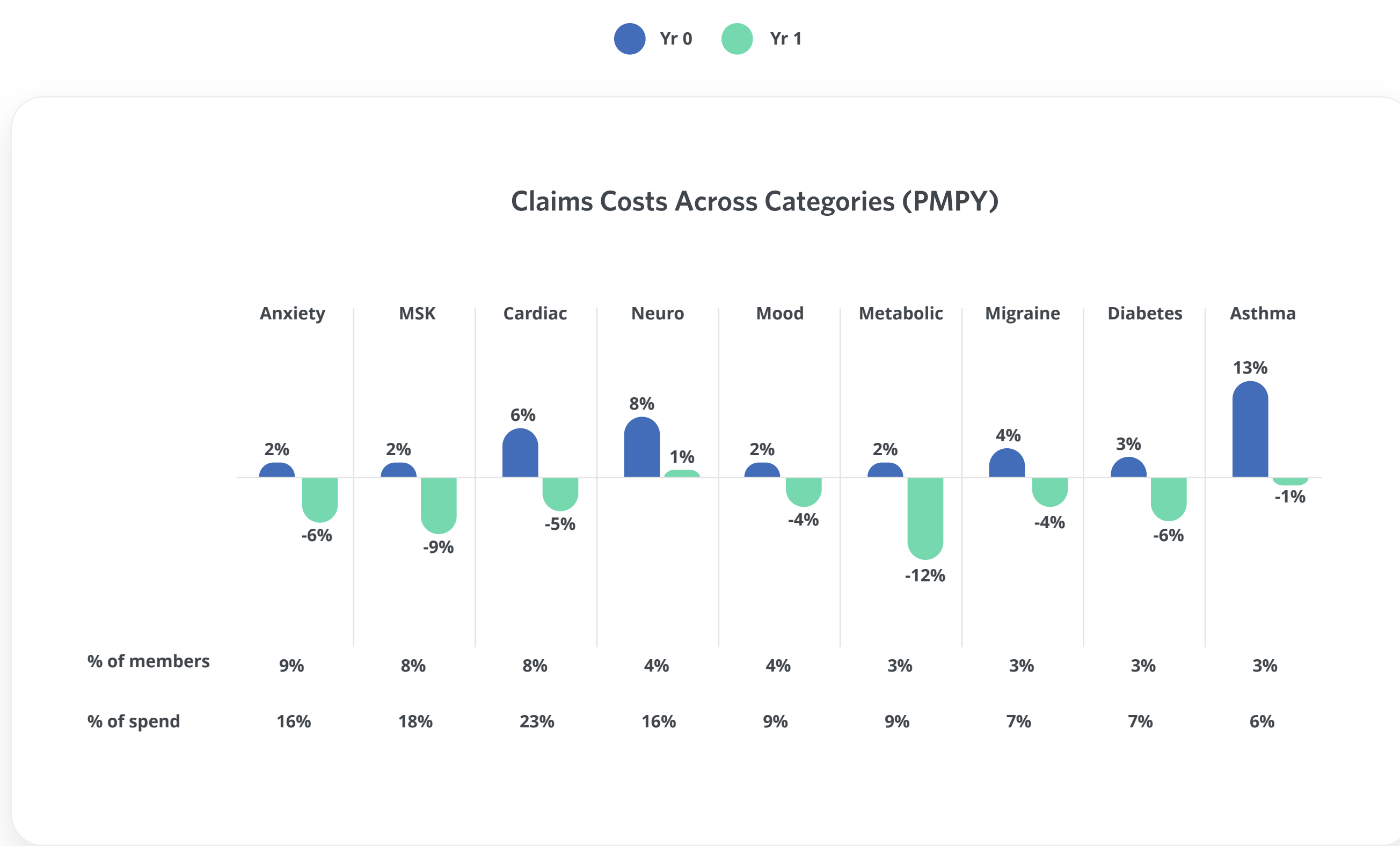
Aon, a leading global professional services firm, designed and conducted an independent study in 2018 and again 2020 for Accolade to determine the impact of Accolade Personalized Advocacy on the healthcare costs of self-insured employers.

The study found that Accolade significantly lowered the healthcare cost trend for employers beginning in the first year service. Claims savings occurred in the top 15 clinical conditions and across low- and high-cost members, adult age groups and service categories.

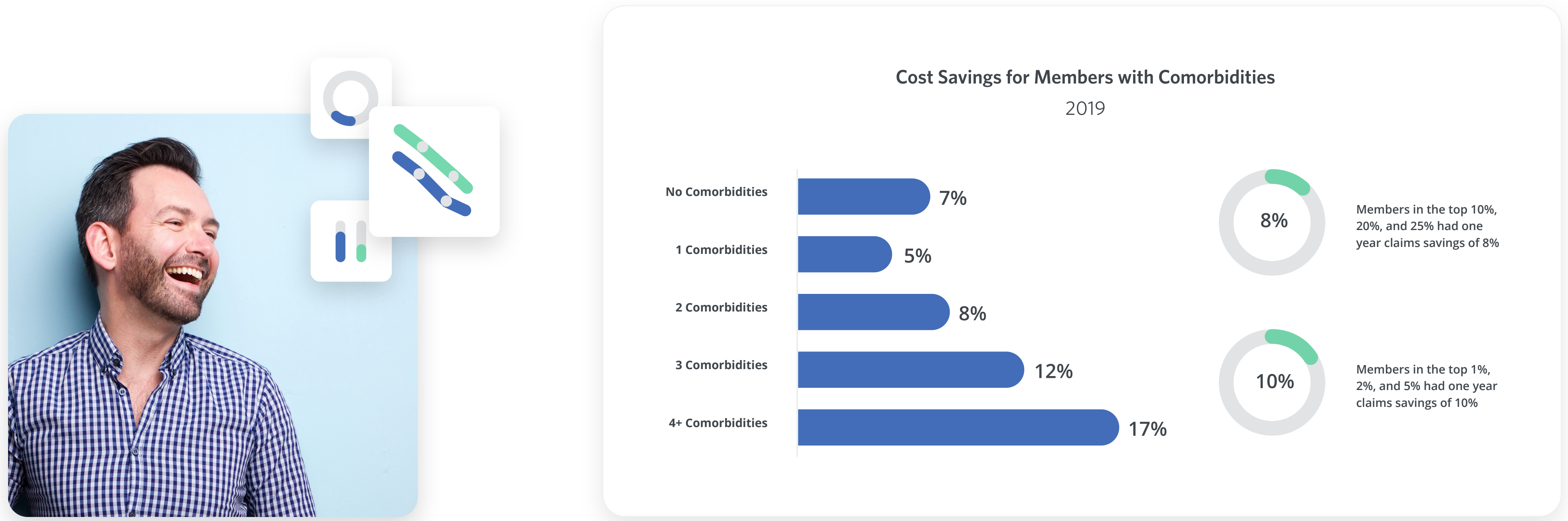
Lower employer healthcare cost trend after implementing Accolade



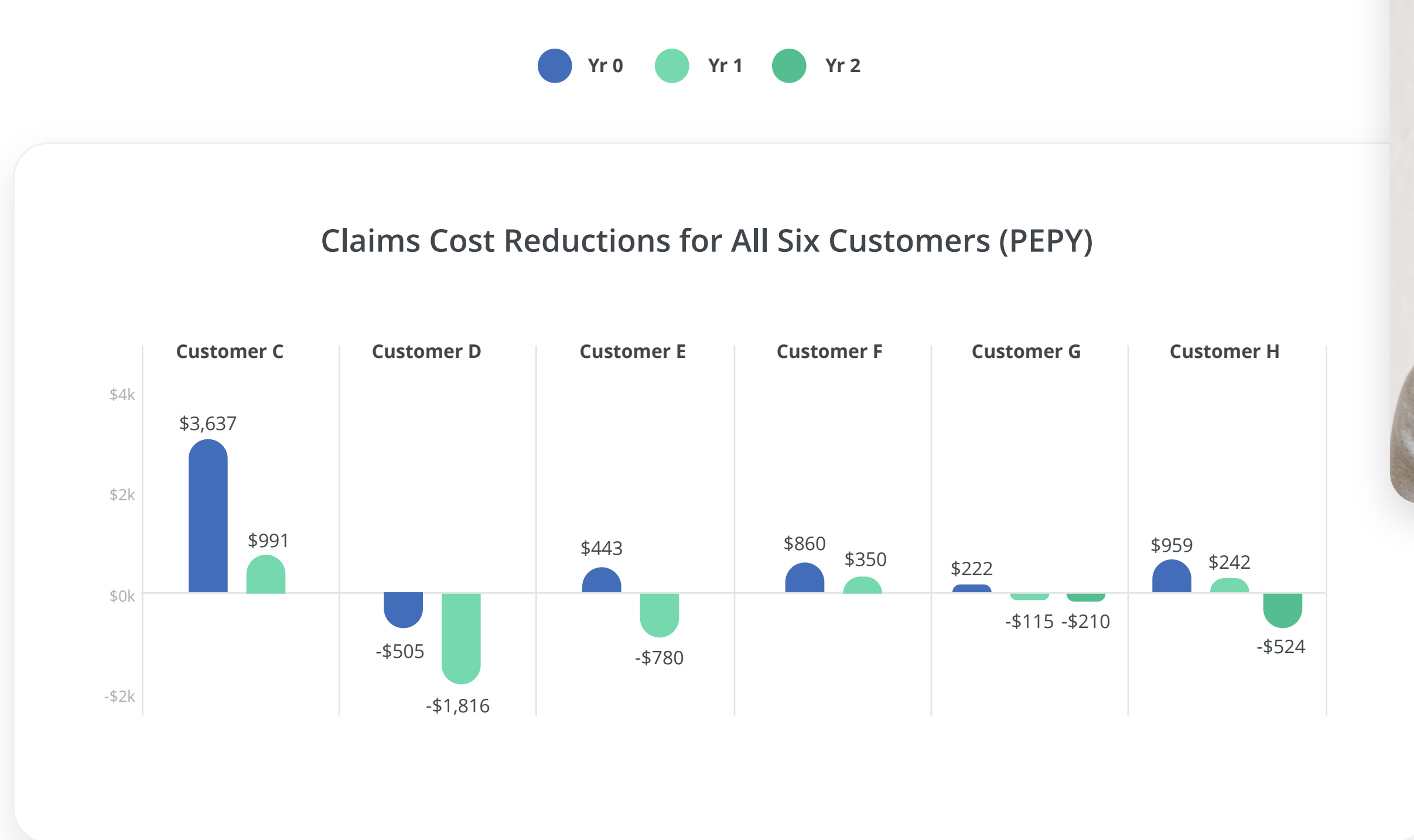
Savings across clinical conditions



Savings for low- AND high-cost members

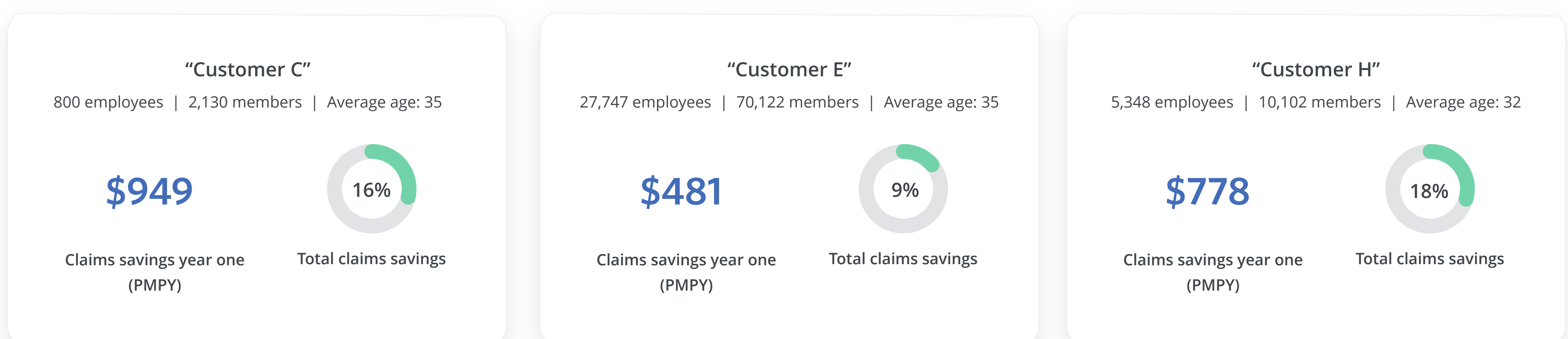


Spend reductions and lower trends across all customers



Customer spotlight

Customers large and small, across industry and region saw material claims reductions with Accolade, starting in the first year. A snapshot of three Accolade customers:



AON Study Summary

- ✓ Studied 6 customers ranging in size from 1,000 to 30,000 employees
- ✓ Compared with multiyear Employer Control Group = 15M members, IBM MarketScan using research databases (matching vs. a control eliminates the need to estimate or make any trend assumptions)
- ✓ Looked at claims costs before Accolade, Year 1 and Year 2 with Accolade
- ✓ Analyzed claims cost data across all age groups over the top 15 clinical conditions including Physician, Inpatient, Outpatient, Specialty, Brand and Generic Rx service categories.

