

Engaging your people makes your benefits work better

Accolade connects with your people to help them understand their benefits and make the best healthcare decisions.

Making your benefits work for your people is a challenge

Human resources leaders spend a lot of time and energy identifying benefits that will keep their people happy and healthy – and make it easier to recruit new talent.

But many people still find it difficult to use these benefits to get the healthcare they need. A 2021 survey found that 56% of people felt “completely lost” trying to understand their health insurance.¹

With Accolade, your people and their families have a team of nurses and healthcare experts on their side who:

- understand their benefits and healthcare needs.
- provide comprehensive, actionable support informed by data.
- and build meaningful long-term relationships with them.

Engaging members personally and proactively

Accolade’s healthcare experts are your organization’s first point of contact for all their benefits questions. That means every interaction helps us build trusting relationships with each member and learn more about their health needs while freeing up your HR team to do bigger picture work.

Because we fine tune our understanding of each person, we can reach out proactively to guide members to the right benefits. That helps them get on the right care path fast, improving health outcomes and controlling costs.

91% 

of Accolade members said it was easy to manage an insurance claim. Just 69% of non-members reported the same.²

76% 

of Accolade members who received healthcare were engaged by Accolade in the month prior. That’s proactive care.

¹ <https://www.forbes.com/sites/debgordon/2021/02/08/health-insurance-confusion-continues-to-plague-americans-new-data-show/?sh=109f7d234667>

² <https://www.accolade.com/resources/accolade-value-report-employers-health-plans/>

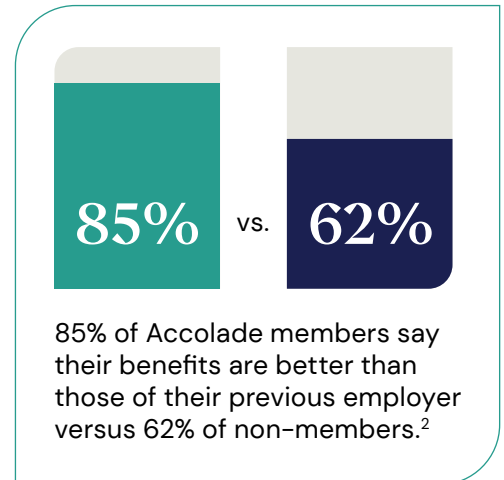


Informed by data and powered by real human connections, our approach sets us apart from others in the industry.

We understand people's needs and benefits, so they are more satisfied with their healthcare.

Accolade gives your people access to nurses and healthcare experts who simplify and coordinate their healthcare journey with personalized recommendations. The result is that employees with Accolade express greater satisfaction with:

- their employer.
- their healthcare experience.
- and their health plan.



We deliver comprehensive, data-driven support to every member.

Our team uses artificial intelligence and advanced technology that we have refined for more than 13 years. These tools allow us to create a personalized portrait of every member and prioritize the most relevant, achievable and valuable interventions for them.

These techniques are brought to life by our True Health Engine, which analyzes clinical and social data to identify the needs of our members and nudge them to the most appropriate care. This is health data made truly actionable, and we are always measuring the results to improve the experience for every member.

We build meaningful long-term relationships

Blending behavioral science techniques, industry best practices and a commitment to ongoing learning has allowed Accolade to create an exceptional member experience – one that gets better over time.

Because our approach is driven by data and delivered by empathetic care team members, we build lasting relationships with the people we serve. Your people get to know us and know that we will be with them on every step of their healthcare journey.

Accolade provides a healthcare experience that sets your organization apart.

Our engagement approach reaches employees of all risk levels and stays connected with them for the long run. Whatever a member's needs are, and however they may change over time, we are there to support them.

Are you ready to help your employees engage more fully with their benefits?

Contact us at inquiries@accolade.com

