



Frequently Asked Questions (FAQs)

Who and what is Accolade?

Accolade is a confidential, third party health advocacy service that can assist you with healthcare and benefits questions, big or small. A dedicated Accolade Health Assistant is available to you and your covered family members to provide one-on-one personalized support at no cost to you, making your healthcare experience easier and less stressful. You can reach your Health Assistant online, by phone and through Accolade's secure mobile app. For individuals on the Aetna plan, Accolade replaced Aetna customer service effective January 1, 2020.

Is Accolade available to all City employees and their families?

Accolade is available to employees, under age 65 retirees and families on the Most benefit program. Accolade is not available to employees on the Local 27, Local 77 and SPOG benefit programs, Seattle Housing Authority employees or under age 65 retirees, COBRA participants or Medicare-eligible retirees.

Why is the City of Seattle adding Accolade advocacy services?

The City has engaged Accolade to provide you and your family personalized support for all your health and benefits needs. Your health and well-being are very important, and the healthcare system can be difficult to navigate. Accolade is a one-stop resource for assistance with health decisions and strategies to get the most from your benefits.

What does Accolade do for me?

Below are a few of the benefits you and your covered family members get with Accolade advocacy services:

- Help with claims issues, explanation of benefits (EOB) questions, appeals process and finding a provider
- A dedicated Accolade Health Assistant who serves as a personal support system for health and benefits needs
- Guidance from a team of doctors, nurses and benefits specialists to help you understand your options
- Secure mobile and online messaging for confidential, personalized assistance while you're on the go

How and when can I contact Accolade?

You can connect with an Accolade Health Assistant at **1-866-540-5418** (Monday through Friday, 5:00 am to 8:00 pm PST), online at member.accolade.com or by mobile app. If you need to reach someone outside of these hours, a 24-hour nurse line is available by phone by calling 1-866-540-5418. Please dial 911 if it is an emergency.

Will Accolade replace my medical plan?

No, Accolade does not replace your Aetna or Kaiser medical plan. Your City medical benefit coverages and plan remain the same. Accolade is a service to complement your health plan and simplify your healthcare experience. Think of Accolade as a trusted resource who works for you, can answer your health and benefits questions and works with your health plan to resolve issues and report the results back to you.

Can Accolade Health Assistant help me to find a network provider that meets my preferences?

Yes, Accolade has a Client Support team focused on unique providers searches. The team partners with the primary Health Assistant when a specific type of provider is preferred beyond the typical search parameters. These specialized searches provide you with custom results within 2-3 business days.

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When should I call Accolade vs. my medical plan?

For Aetna plan members: You and your family can call Accolade for all your medical plan needs. Accolade's dedicated City of Seattle phone number replaces the former Aetna member services phone number and is listed on your new ID card received in December 2019. Accolade's customer service phone number is **1-866-540-5418**.

For Kaiser plan members: Continue to call Kaiser Permanente member service for questions about claims and providers using the phone number listed on your Kaiser medical plan ID card. You and your family can call Accolade at **1-866-540-5418** for additional information about medical conditions, preparing for physician visits and exploring options for care.

Does Accolade offer multi-lingual services?

Yes, Accolade Health Assistants can support provide support in over 250 languages.

Will my family have a dedicated Accolade Health Assistant?

Yes, when you or a covered family member call Accolade for the first time, you'll connect with an Accolade Health Assistant. The Health Assistant will be a dedicated resource for you and your family. Your Health Assistant will also give you their direct phone extension to ensure an easy connection the next time you call.

What if my dedicated Health Assistant is not available when I call Accolade?

If your dedicated Accolade Health Assistant is not available, you can leave them a voice message, request a call-back or choose to speak to another available Health Assistant. When you send a secure message, your Healthcare Support Team is available for quick response. If you want to switch Health Assistants for any reason, just ask, and you will be connected with another person.

Can Accolade Health Assistants help with other City benefits, too?

Yes, Health Assistants can answer basic dental and vision benefits questions, but they will not have access to your dental and vision claims information. They also have general information available about all City benefit programs and will be able to refer or recommend resources that may be helpful to you like Resources for Living (EAP), WW (Weight Watchers) and Thrive.

Will Accolade Health Assistants ever contact me directly?

When appropriate, a Health Assistant may contact you directly to offer specific programs or as follow up on an earlier conversation regarding access to care or treatment. For example, your Health Assistant may connect with you to ask about an office visit with the new doctor they helped you choose.

How is my privacy protected? Does Accolade comply with federal privacy laws such as HIPAA?

To provide a highly personalized and confidential service for eligible employees and their families, Accolade is committed to protecting the privacy and security of all personal information. Accolade is fully compliant with The Health Insurance Portability and Accountability Act (HIPAA) and all applicable federal and state privacy laws. To protect your privacy, Accolade uses security infrastructure, procedures and training to ensure that personal information only shared in accordance with the City of Seattle's contract and within federal guidelines. Your personally identifiable data will not be provided to the City.