



Get to Know Accolade

We help you get the most out of your
County of Santa Barbara health benefits





Personalized Health and Benefits Support

COSB has partnered with Accolade to help you and your family get:

- Personalized support from a **Health Assistant** and nurse for your health and benefits questions
- **Virtual care** for urgent, ongoing or mental health needs – day or night
- **Second opinions** from leading specialists on your diagnosis, treatment plan or medication

We make it easier to get the care you need, when you need it – saving you time, stress and money!

CALL 911 IMMEDIATELY IF YOU ARE HAVING A MEDICAL EMERGENCY. Accolade and its affiliates ("Accolade") are not an emergency service. Accolade is an independent resource to support you in understanding your benefits, accessing and using the healthcare system, receiving information from expert medical resources, and facilitating your access to medical care from various healthcare professionals, including telemedicine services. Accolade does not practice medicine or provide patient care and is independent from such healthcare professionals, including telemedicine services. Telemedicine services accessed via Accolade, including under the PlushCare brand, are provided by independent medical practices to which Accolade provides various platform and related services.
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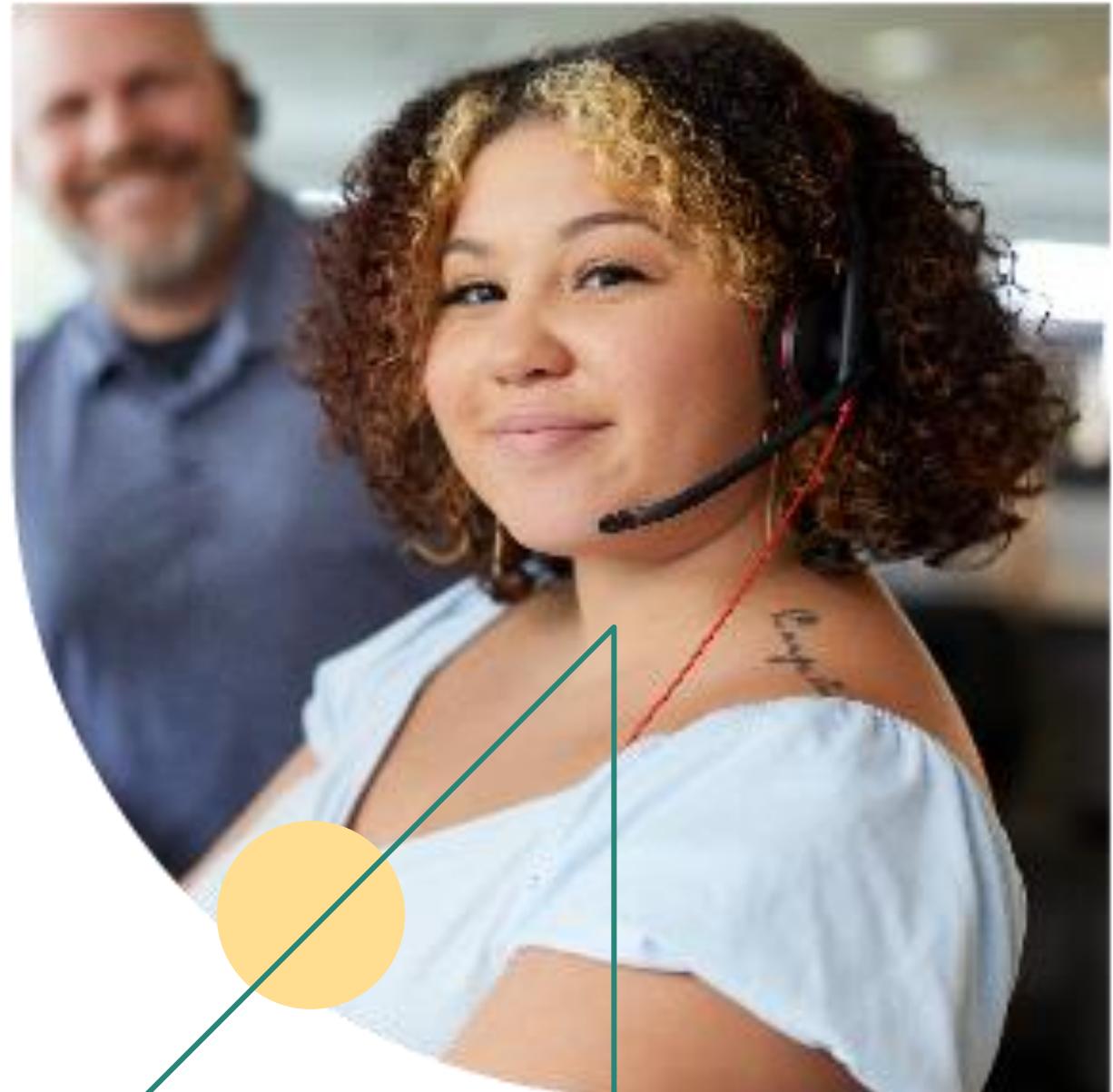




Personalized Health and Benefits Support

Meet Your Accolade Health Assistant

- We help you and your family members throughout your healthcare journey
- We work for you — not the insurance company
- We are familiar with your COSB benefits, including health plan coverage
- We're friendly and great listeners. We know that every healthcare experience is unique
- We help you overcome obstacles so you get the care you need and deserve
- We are completely confidential — your information is not shared with COSB
- We provide assistance at NO COST to you





An Accolade nurse can help you:*

- Understand symptoms or learn more about a specific illness or condition
- Figure out where to go for care (doctor's office, urgent care, virtual care, ER, etc.)
- Clarify your doctor's instructions or understand the treatment plan
- Prepare questions to ask your doctor or get ready for a hospital stay
- Connect to health programs that match your care needs

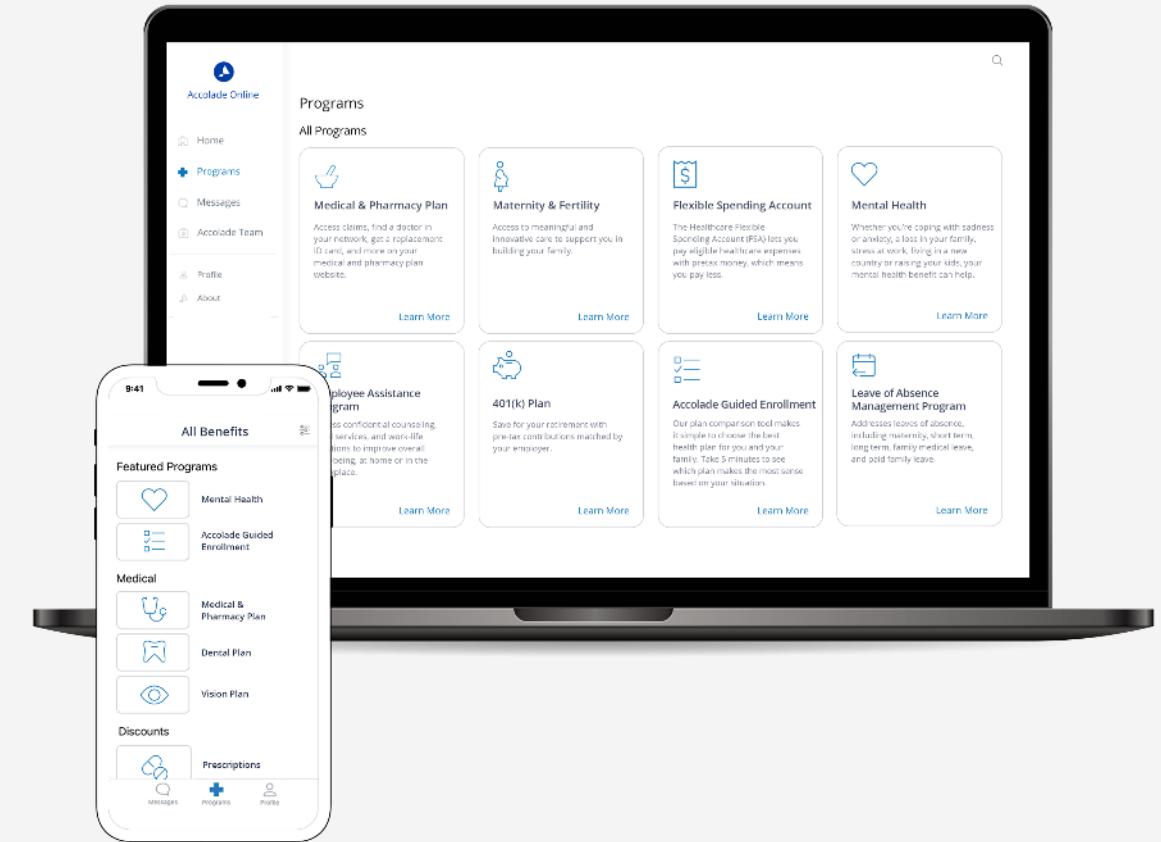
*Accolade nurses do not diagnose or provide treatment

Support from a nurse or Health Assistant is at NO COST to you!



Accolade Web Portal and Mobile App

- View all of your benefits in one place
- Message a Health Assistant or nurse with questions
- Get help with a confusing medical bill
- Find an in-network doctor, therapist or specialist
- Store and share your insurance cards



Activate Your Accolade Account



Scan the QR code or visit
member.accolade.com

Questions? Call 866-417-0167



Helpful tip!

*You can activate your account even
if you don't need any help today*





Virtual Care





Online doctors and therapists at your convenience

- **Same or next-day visits** by video or phone
- Providers available in all 50 states + D.C.
- Treatment and support for a **wide variety of conditions**
- **Prescriptions and refills** sent to your local pharmacy
- 24/7 support from your Care Team



What Conditions Can Be Treated?



Urgent care (non-emergency)

- Cold, flu, sore throat, COVID-19 infection
- Urinary tract infection (UTI)
- Bacterial vaginosis and vaginitis
- Pink eye
- Rashes and skin infections (cellulitis)
- Stomach issues
- Yeast infections
- Headache or migraine
- Neck, back and muscle pain
- And more!



Ongoing and chronic conditions

- Hypertension (high blood pressure)
- Diabetes
- Erectile dysfunction
- Allergies
- Asthma
- High cholesterol
- Weight management
- Hypothyroidism
- Psoriasis, eczema
- Chronic pain
- And more!



Preventive care

- Annual wellness checks
- Recommendations and orders for cancer screenings, imaging, vaccinations, bloodwork, etc.



Behavioral health

- Substance abuse
- Mental health
- Recommendation for therapy or psychiatry
- Medication

Booking an Appointment



Scan the QR code or log in to
your Accolade account
at member.accolade.com

Questions? Call 866-417-0167



Helpful tip!

Even if you don't need an appointment now, you can fill out your profile and assign your primary care physician so you can easily schedule an appointment when you need one.



Expert Medical Opinion



How Does It Work?

3 simple steps to medical certainty:

- 1. Activate your account and request support at www.2nd.md/activate**
- 2. Speak with a nurse about your condition or concerns.** They will take care of:
 - Collecting your medical records
 - Identifying the right specialist for your needs
 - Setting up the virtual appointment
- 3. Consult with the specialist by phone or video** to get a second opinion about your diagnosis and treatment plan. They will provide a written summary to share with your physician.

Specialties Served

The 2nd.MD panel of more than 900 expert doctors are industry leaders across hundreds of sub-specialties and thousands of conditions including:

- Cancer
- Heart disease and stroke
- Digestive problems
- Immunological disorders (such as Rheumatoid arthritis, Lupus, Multiple Sclerosis, Type 1 Diabetes)
- Women's health
- Mental health concerns
- Musculoskeletal issues (including Back, Hip, Knee)
- And more!



Activate Your Second Opinion Benefit



Scan the QR code or visit
2nd.md/activate

Questions? Call 866-417-0167



Helpful tip!

You can activate your 2nd.MD account even if you don't need a consultation now.



Accolade Support When Medicare is Primary

Accolade Advocacy Supports:

- Basic Coordination of Benefits (COB) questions - "Which plan pays primary or secondary?"
- Education and referral to Ben Admin to change coverage due to life event when Medicare becomes primary
- Support for the employer plan including:
 - Claims questions and resolution (Note: Accolade is unable to support Medicare claim processing questions.)
 - Coverage/Benefit questions
 - Provider network status and finding in-network providers (Note: Accolade is unable to confirm providers are in-network with Medicare.)
- Referrals to Point Solutions in the employer's benefit ecosystem

Accolade Clinical Supports:

- Triage and care support for new or worsening symptoms, treatment decision support, behavioral health navigation, and pre & post discharge needs.

Medicare Supports:

- How/when Medicare coordinates benefits
- How a provider submits a claim to Medicare
- Updating COB with Medicare when appropriate
- Medicare eligibility questions
- Claims questions for Medicare claims
- Benefit coverage for the Medicare plan
- Finding providers who are in-network with Medicare

Medicare Clinical Support:

- Complex Case Management for episodic and acute support for certain diagnoses and cases requiring complex care coordination (e.g., organ transplant).
- Accolade will redirect these cases to Medicare for care coordination to avoid duplication of services.

Note: Price Transparency costs estimates on Find Care tool do not factor in other insurance plans.



Respecting Privacy

In compliance with applicable laws and regulations, Accolade has in place strict guidelines and policies to ensure employee and family member information is protected.

- Accolade verifies the identity of employees and family members before servicing them.
- Accolade does not disclose Protected Health Information (PHI) to unauthorized individuals.
- The Accolade Care Team operate in a secure and confidential manner on the phone, online, and in our physical environment.



Questions?
Ask Accolade

