

# Our experience with Accolade

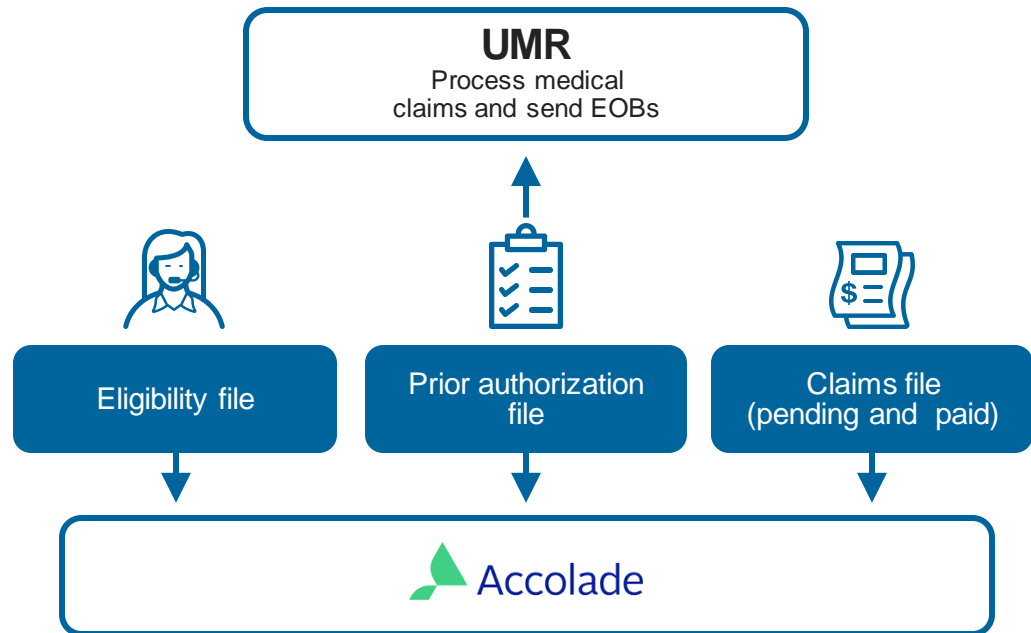


## Clients

- Established book of business since 2015
- 11 groups over 240,000 members

## Servicing structure

- Dedicated UMR Director of Business Partner Relations
- Dedicated resources available to Accolade for escalated claim questions – including a Customer Specialist and Business Analyst
- Proven data feeds and process
- Joint operations reviews and stewardship discussions
- UMR “Business Partner Portal” supports coordination



## Member Advocacy service teams



# UMR and Accolade

How we work together to serve customers and plan members



## > UMR

- Claims administration
- Enrollment administration
- Network Access
- Utilization Management
- Provider Transplant Case Management
- Support resolution of complex claims
- Provider Search and Transparency tools
- ID cards
- Member Website umr.com



## > Accolade

- Member and provider services for all benefits and healthcare needs, both inbound and outbound
- Clinical care coordination, decision support, behavioral health and Rx support
- Accredited case management - Complex, BH, Transplant, Oncology, Maternity, NICU
- Utilization Management intake
- Chronic Condition Management
- Pre-admission & post discharge support
- Maternity Management for ALL pregnant members
- Seamless, personalized digital experience with secure messaging with SSO to umr.com