



Defense Health Agency Selects Accolade to Provide Military Families with Personalized Healthcare Support and Guidance

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Military Families Struggling with Complex Health Conditions Now Have a Trusted Partner for Managing their Health, Doctors, Medications, Appointments, Care Plans and Emotional and Financial Needs

SEATTLE – May 18, 2020 – The U.S. Defense Health Agency has elevated its healthcare support for military families through a new relationship with Accolade. The relationship provides tens of thousands of military families with dedicated nurses, doctors, behavioral health clinicians, pharmacists and other clinical specialists who provide trusted support and guidance as people manage health conditions and navigate the healthcare system. The Accolade relationship with the [Defense Health Agency](#) (DHA) began May 1 under an initial three-year contract.

As part of the new program, eligible beneficiaries of [TRICARE Select](#) can contact their Accolade nurse for help accessing care and understanding their benefits. Accolade supports those with the most complex medical conditions – often those managing multiple health concerns, doctors, care plans, medications, appointments and bills. Accolade’s clinical team is the family’s advocate and partner throughout their care experience. The solution supports DHA goals of achieving increased benefits engagement, better utilization of healthcare, costs savings for both members and the agency, and increased readiness.

Mike McGee, Accolade Senior Vice President and General Manager of Government Solutions, said, “As a Navy veteran, I am thrilled to know that military families have a dedicated clinical team on point to help clarify and coordinate their care. Managing health conditions is complex, emotional and stressful, and families need help. We combine compassion, clinical expertise and technology tools to help families use healthcare at the right time and in the right way. Already, our military families are turning to Accolade as a valuable and necessary service for supporting their physical and emotional health. We’re honored to be a strategic healthcare partner with the DHA.”

Specialized Solution for Unique Military Needs

Families face structural, clinical, financial, and administrative challenges that are often unique with the military – such as long deployments, high stress, anxiety, and physical injuries. Accolade provides TRICARE members a secure, technology-powered solution through dedicated Accolade nurses available easily by phone, and mobile and online messaging beginning in May. Accolade is their first place to turn for any healthcare need.

Accolade helps families understand and use their benefits effectively; increase their engagement in the right benefits at the right time; make informed decisions about their care options, such as assisting with finding high-quality providers; prepares them for doctor visits and hospital admissions and discharges; and helps them understand diagnostic tests, test alternatives, costs, risks, and treatment options. Accolade collaborates with families and their doctors to coordinate care plans at every stage.±

In just the first few days of the Accolade service in place, TRICARE beneficiaries have already begun to share their positive experiences:

- “It is super helpful to talk about specific issues and then be pointed in a direction. [My Accolade nurse] said he would call me next week to go over ways I can talk to the doctors to get what I need accomplished. All in all, great experience great service!”

Accolade is offered as a new benefit to a group of TRICARE Select beneficiaries. The [TRICARE Program](#) provides insurance to millions of individuals through private healthcare providers and the Military Health System’s network of military hospitals, medical clinics and dental facilities around the world, and serves all branches of the military – Air Force, Army, Marine Corps and Navy as well as the Coast Guard. The healthcare experience of Accolade nurses in navigating health benefits and understanding key health and contextual issues – like behavioral health – will augment the capabilities already offered within TRICARE to better support the military population.

TRICARE beneficiaries can learn more about the Accolade service by visiting the [TRICARE Select website](#) by calling 1-833-400-9603.

About Accolade

Accolade provides personalized health and benefits solutions designed to empower every person to live their healthiest life. Using a blend of cloud-based technologies, specialized support from Accolade Health Assistants® and Clinicians, and integrated data and programs across mobile, online and phone, Accolade navigates people through the healthcare system with trust, empathy and ease. Employers offer Accolade to employees and their families as the single place to turn for all health, healthcare, and benefits questions or concerns, increasing their engagement in benefits and connecting them to high-quality providers and care. By empowering members to make better decisions about their health, Accolade can support members in lowering the cost and complexity of healthcare while achieving consumer satisfaction ratings over 90 percent and an NPS of 60. For more information, visit Accolade on [Twitter](#), [Facebook](#), [LinkedIn](#) and at www.accolade.com.

About Defense Health Agency

The Defense Health Agency (DHA) is a joint, integrated Combat Support Agency that enables the Army, Navy, and Air Force medical services to provide a medically ready force and ready medical force to Combatant Commands in both peacetime and wartime. The DHA supports the delivery of integrated, affordable, and high quality health services to Military Health System (MHS) beneficiaries and is responsible for driving greater integration of clinical and business processes across the MHS.

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