

Frequently asked questions

Q: What is the AccordantCare[®] program?

A: It's a specialized program that gives members the support they need to manage their complex condition, find helpful information and stay as healthy as possible.

AccordantCare is offered to members with the following complex conditions:

- Amyotrophic Lateral Sclerosis (ALS)
- Chronic Inflammatory Demyelinating Polyradiculoneuropathy (CIDP)
- Chronic Kidney Disease (CKD)
- Crohn's Disease
- Cystic Fibrosis (CF)
- Dermatomyositis
- Epilepsy (Seizures)
- Gaucher Disease
- Hemophilia
- Human Immunodeficiency Virus (HIV)
- Inclusion Body Myositis (IBM)
- Juvenile Idiopathic Arthritis (JIA)
- Multiple Sclerosis
- Myasthenia Gravis
- Parkinson's Disease
- Polymyositis
- Rheumatoid Arthritis (RA)
- Scleroderma
- Sickle Cell Disease
- Systemic Lupus Erythematosus (SLE or Lupus)
- Ulcerative Colitis (UC)

Q: Who is eligible?

A: All Colorado Employers Benefit Trust members with any of the complex conditions listed here are eligible to enroll and participate as much or as little as they like. It's also available for members' dependent children covered under the plan.

Q: Is there an additional cost to participating members?

A: No. The AccordantCare program is included in the prescription benefit plan provided by Colorado Employers Benefit Trust.

Q: Why is this program offered for Colorado Employers Benefit Trust members?

A: It helps achieve results that matter most to Colorado Employers Benefit Trust. AccordantCare provides a better experience for members by helping them to better manage their outcomes. The complex conditions supported by this program may make up a small percentage of your population, but they cost many times more than common chronic conditions. Members with these complex conditions have a higher hospital and emergency room rate and

their conditions progress and become more expensive over time. AccordantCare services have been shown to be associated with better health, lower costs and fewer hospital readmissions.

Q: How are members identified to participate in this program?

A: Members are identified via claims data analysis and individual case management referrals. Once identified, eligible members will receive introductory mailings and phone calls to enroll in the program.

Q: Is participation mandatory?

A: No, it's completely voluntary and members can opt out at any time. AccordantCare offers options to meet the needs of all members. Members can continue in the program as long as they are eligible.

Q: What can a member expect to receive if enrolled in this program?

A: AccordantCare doesn't replace the care members are already getting from their doctor and other providers. It adds extra program management support to their care. The AccordantCare nurse works closely with the health care team to help members stay on track.

- 24/7 access to a dedicated program nurse who specializes in supporting the management of a member's complex condition and provides ongoing support and education, including co-morbidity management
- Routine health risk assessments conducted by a program nurse to identify risk factors, gaps in care and opportunities for optimal self-management
- Personalized education and monitoring based on individual needs, including specialized support for health goals
- Monthly newsletters focusing on condition-specific self-management strategies
- Targeted educational mailings triggered by claims-based gaps in care and adverse events
- A wide range of online resources, including educational materials and interactive forums, available at Accordant.com
- Physician notification of program enrollment and ongoing collaboration on the member's plan of care
- Help finding resources that provide psychosocial support, end-of-life counseling and caregiver assistance
- Case management and coordination of care
- Periodic wellness outreach, including flu and pneumonia vaccine reminders

Q: Can members connect digitally with their program nurse?

A: Yes, members can access educational materials, track symptoms, connect with their program nurse and more via the Health Optimizer® app or the online portal, MyChart®*. Members are able to access both by visiting **Accordant.com**

Questions about the program?

Call 1-844-218-3963

Need to refer a member?

visit [Accordant.com/referral](https://www.accordant.com/referral)

*MyChart is a registered trademark of Epic Systems Corporation.

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