



Frequently Asked Questions

What is AccordantCare for complex conditions?

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)
- CIDP (Chronic Inflammatory Demyelinating Polyradiculoneuropathy)
- Crohn's Disease
- Cystic Fibrosis
- Dermatomyositis
- Epilepsy (Seizures)
- Gaucher Disease
- Hemophilia
- Hereditary Angioedema
- Human Immunodeficiency Virus (HIV)
- Multiple Sclerosis
- Myasthenia Gravis
- Parkinson's Disease
- Polymyositis
- Rheumatoid Arthritis
- Scleroderma
- Sickle Cell Disease
- Systemic Lupus Erythematosus (SLE or Lupus)
- Ulcerative Colitis

Who is eligible?

The National Association of Letter Carriers Health Benefit Plan members with any of the complex conditions listed here are eligible to enroll and participate as much or as little as they like.

Is there an additional cost to participating members?

No. AccordantCare is included in the prescription benefit plan provided by NALC Health Benefit Plan.

Why is this program offered for NALC Health Benefit Plan members?

It helps achieve results that matter most to the NALC Health Benefit Plan. AccordantCare provides a better experience for members, which leads to better 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.

How are members identified to participate in this program?

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.

Is participation mandatory?

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.

What are the levels of participation?

We offer two levels of participation – interactive and self-directed. Interactive members are assigned a dedicated RN who contacts them at least quarterly to complete a risk assessment and more frequently as needed. Self-directed members receive the same benefits as interactive members except they have opted not to have a nurse contact them on a regular basis. These levels allow members to participate as much or as little as they like.

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

- **24/7 access to a dedicated registered nurse (RN)** who specializes in the member's complex condition and provides ongoing support and education, including co-morbidity management
- **Routine health risk assessments** conducted by an RN 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

Questions about the program?

Call 1-844-923-0805

Need to refer a member?

Call 1-866-247-1150

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