



Frequently Asked Questions

What is the AccordantCare™ program?

The AccordantCare program is designed to help members find the answers and support they need to manage their health care needs and maximize their overall health status. This specialized education and support program is offered to members with the following 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?

All **State of Rhode Island** members with any of the 19 conditions are eligible to participate.

Is there an additional cost to the members?

No. The program is provided by **State of Rhode Island**.

Why is this program offered for **State of Rhode Island** members?

State of Rhode Island knows that improving quality and service leads to better outcomes. The 19 complex conditions that Accordant manages may make up a small percentage of your population, but they cost many times more than common, chronic conditions. Members with these conditions have a higher hospital and Emergency Room rate and their conditions progress and become more expensive over time. Accordant's services have been shown to be associated with better health of its members and lower costs and 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 calls to enroll in the program.

Frequently Asked Questions (continued)

Is participation in the program mandatory?

Participation is voluntary and members can opt out at any time. A variety of service options are available to meet the unique needs of all its members. Members continue in the program as long as they are eligible and participating with Accordant.

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

- Primary nurse (RN) who specializes in rare conditions and provides ongoing support and education
- 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
- Monthly newsletters focusing on condition-specific self-management strategies
- Targeted educational mailings triggered by claims-based gaps in care/adverse events
- 24/7 access to RN specialist
- Access to patient portal **Accordant.com** with online resources, educational materials and interactive forums
- Physician notification of program enrollment and ongoing collaboration on member's plan of care
- Psychosocial support
- Resource assistance
- End of life/caregiver support
- Specialized support for health goals
- Co-morbidity management
- Case Management/coordination of care
- Periodic wellness outreach including flu/pneumonia shot reminders

What are the levels of participation?

Members can choose their level of participation in the program. **Interactive members** are assigned a primary nurse 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.

How do I contact the program?

Call toll-free: **844-948-0855**

How do I refer a member to the program?

Call or fax referral to: **1-866-247-1150**

Online referral: **Accordant.com/referral**

Username: **rhodeisland** Password: **refrHIs1152**