



## FREQUENTLY ASKED QUESTIONS

### OUR PROGRAM

#### What is Accarent Health?

Accarent Health simplifies the evaluation and comparison of healthcare quality and costs with our defined bundled payment episodes of care--making value based healthcare understandable for the decision maker. We offer an online platform that provides transparent bundled pricing through top quality hospitals, pertinent clinical information, travel assistance, case management and concierge assistance directly to healthcare consumers without annual membership fees or volume requirements.

#### What procedures are available?

Accarent offers one of the most robust selections of medical procedures available. We currently have over 130 procedures offered by top-rated hospitals across the country, from common knee and hip replacement, to complex organ transplant. Visit the [www.accarenthealth.com](http://www.accarenthealth.com) webpage to view our growing list of available procedures.

#### What is the Accarent Health Network?

Accarent has designed a network of select academic medical centers and top-rated hospitals to ensure excellence in care. Network selection is based on a combination of outside credentialing and rating agencies established in conjunction with Johns Hopkins Hospital. The quality standards are both a quantitative and qualitative analysis of those rating agencies combined with geographical criteria to develop a comprehensive national quality network. Visit the [www.accarenthealth.com](http://www.accarenthealth.com) webpage to view our growing network of partner hospitals.

Contact us at 1(866) 771-0697 for immediate assistance or visit us at [www.accarenthealth.com](http://www.accarenthealth.com)

## OUR PROCESS

### What happens after a patient is registered?

Once registered, An Accarent case manager will call the patient to introduce themselves and the Accarent process. The patient will then receive an information packet regarding their procedure and HIPAA forms to be signed and returned to the Accarent case manager. Once these forms have been returned, the referral will be made to the hospital. Medical records will be collected and shared with the hospital so they can determine if a consultation or evaluation is necessary depending on the patient's current clinical pathway. The hospital will contact the patient to schedule a consult or evaluation if required.

### How does Accarent Health determine eligibility?

Once a procedure and hospital has been chosen, the patient's eligibility will be verified with the insurance carrier by an Accarent advocate. Upon patient approval, the process begins.

### Where can I send medical records?

A Nurse Case Manager will guide the patient through the process. There are four ways to facilitate medical records transfer.

1. The Nurse Case Manager can conduct outreach to current providers to collect records.
2. The patient or plan administrator can upload the documents on the secure portal on the ACC website.
3. The patient or plan administrator can fax records to our secure fax number (410)771-0696.
4. The patient or plan administrator can send via secure email to [medicalrecords@accarenthealth.com](mailto:medicalrecords@accarenthealth.com)

### Who qualifies for a medical procedure?

Patient candidacy for the bundled procedure is determined by the hospital. If the procedure is determined to be the appropriate path for the patient, then a procedure is scheduled, or in the case of a transplant, they are listed for transplant. The hospital coordinates the scheduling or listing with the patient. The hospital updates Accarent with the results of the consult and the scheduling information.

### How will a patient know if they are scheduled for a consult or procedure?

The Accarent center will contact the patient to schedule a time for consult or procedure. The patients dedicated NCM will follow-up to confirm that the patient has received their appointment schedule and are comfortable with the dates and arrangements. Please contact Accarent's Case Management Department directly via telephone at 1-866-771-0697 or via secure e-mail at [casemanagement@accarenthealth.com](mailto:casemanagement@accarenthealth.com) with any questions regarding scheduling.

### How does the patient get to the hospital?

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Accarent's Concierge team will connect patients with lodging options and transport services in the area of the hospital that is selected. The patient will be responsible for booking travel and lodging plans. Contact Accarent's Case Management Department directly via telephone at 1-866-771-0697 or via secure e-mail at [casemanagement@accarenthealth.com](mailto:casemanagement@accarenthealth.com) with any questions on travel and lodging options

### **Will anything be different for the patient when they check in at the hospital?**

The patient will bring their Accarent Identification Letter along with their insurance card when checking into the hospital for the evaluation/consultation and surgical procedure.

### **What will happen if the services the patient needs are different than the ones they expected to have?**

Sometimes when a procedure is being performed, the surgery may require a deviation from the initial clinical pathway discussed during the patient's consult or surgical evaluation in order to achieve the best outcome. The procedure the patient needs for the best outcome will be performed and covered by the health plan. Those services outside of the bundled rate will be repriced by Accarent at the agreed upon rate and paid by the health plan.

## **COVERAGE**

### **What services are covered under the Accarent Health Bundled program?**

All facility services, professional services, supplies, and equipment necessary to perform the Bundled Procedure, treatment of any complication or concurrent related illness, outpatient follow-up during the bundled rate period, personalized nurse case management, and concierge and travel assistance are covered under the program.

### **Is there a travel benefit?**

Accarent Health offers an optional travel benefit for both the consultation/evaluation and the procedure. The travel benefit is paid to the patient once the consultation, evaluation or procedure is completed. It is not necessary to send receipts to Accarent, to receive the travel stipend. The elective travel and lodging benefit has a variety of options from \$500-\$10,000 to suit diverse needs.

### **Does Accarent provide concierge service?**

Accarent's Care Team can assist the patient with lodging and transportation provider information in the area of the selected hospital.

### **What are the patient's costs?**

The patient will not be billed for any of the negotiated procedures beyond normal out of pocket payments. However, everyone's insurance is different. A patient will need to check with their insurance benefits or plan administrator to determine if they have any out of pocket payments,

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deductibles or copays. Accarent has negotiated rates and plan designs with the network hospitals for the procedures shown on the website.

## TRANSITION HOME

### **If a patient has problems should they contact their doctor or Accarent?**

If there are any emergent medical issues once the patient has returned home, they should call their local physician or 911. If they have administrative questions or general medical questions, they can contact their Accarent advocate. They can also contact the hospital directly regarding medical issues.

### **What happens if the patient has to stay in the hospital longer than expected?**

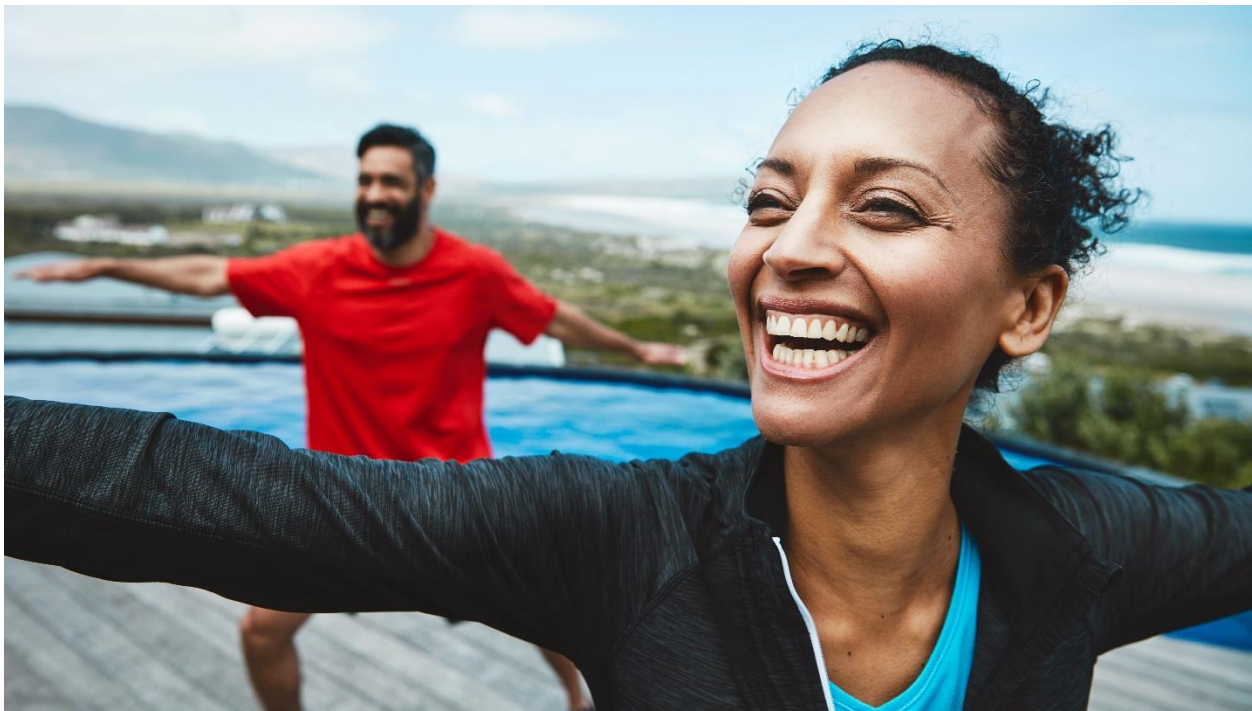
Accarent case managers will continue to be the patient's advocate until they return home and transition back to their referring provider.

### **What happens if the patient has complications after returning home?**

If the patient has complications related to the procedure within the bundled period, treatment will be included under the original bundle payment.

### **How does Accarent coordinate follow up care?**

An Accarent case manager will ensure a smooth transition to the patient's home provider through clear communication and 24/7 support while the patient is at the center, allowing the home provider to manage post-operative care.



*If you have any questions about this information please call us toll free at 1-866-771-0697.*