

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
- Hereditary Angioedema
- Human Immunodeficiency Virus (HIV)
- Inclusion Body Myositis (IBM)
- Juvenile Idiopathic Arthritis (JIA)
- Multiple Sclerosis
- Myasthenia Gravis
- Parkinson's Disease
- Polymyositis, Pulmonary Arterial Hypertension (PAH)
- Rheumatoid Arthritis (RA)
- Scleroderma
- Sickle Cell Disease
- Systemic Lupus Erythematosus (SLE or Lupus)
- Ulcerative Colitis (UC)

Q: Who is eligible?

A: All active Cleveland Clinic Employee Health Plan members with any of the complex conditions listed here are eligible to enroll and participate as much or as little as they like. AccordantCare is also available for members' spouses and dependent children covered under the plan.

Please note: *Retirees are not eligible to participate in the AccordantCare program.*

Q: Is there an additional cost to participating members?

A: No. The AccordantCare program is part of the Employee Health Plan!

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

A: Members are selected based on claims and referrals from individual case management. 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 leave the program 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 receiving from their doctor and other providers. It adds extra 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.
- 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 gaps in care and adverse events
- A wide range of online resources, including educational materials and interactive forums, available at [Accordant.com](https://www.Accordant.com)
- Physician notification of program enrollment and ongoing collaboration on the member's plan of care
- Help finding support resources 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](https://www.Accordant.com)

Questions about the program?

Call 1-800-948-2497

Need to refer a member?

visit the Accordant site [here](#)

employeehealthplan.clevelandclinic.org

*MyChart is a registered trademark of Epic Systems Corporation.

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