




Navigating health and benefits just got easier. Ask Accolade.

American Airlines team members and their families can connect with a dedicated Accolade Health Assistant for help with health or benefits questions, big or small. Health Assistants partner with a team of nurses, provider search specialists, claims specialists, pharmacists, behavioral health clinicians and a medical director to offer personalized support when making healthcare decisions. Accolade is available to team members and their families enrolled in the Core, Standard, Value or PPO 80/90/100 medical options. It's completely confidential and American Airlines does not have access to team members' personal health information.

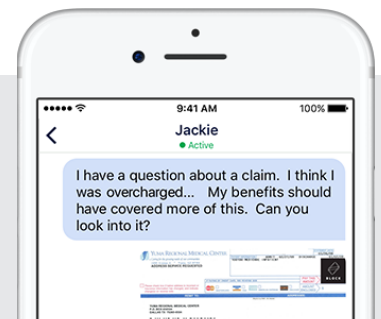
Health Assistants can help answer questions like these:

-  What questions should I ask my doctor?
-  Why was I billed for this test?
-  Is this procedure going to be covered?
-  Can you help me find an in-network provider?
-  I was just diagnosed with diabetes — now what?
-  What other benefit programs might help me?

Accolade helps American Airlines team members by:

- **Reducing stress** — We take the hassle out of navigating health and benefits. Once team members connect with their dedicated Health Assistant they can call or message them directly whenever they need help.
- **Saving time and money** — We answer benefits and claims questions, and help team members navigate the healthcare system.
- **Promoting wellness** — We encourage participation in American-sponsored programs like wellness rewards, EAP, Doctor on Demand, Advance Medical, Naturally Slim, and more.
- **Increasing knowledge** — We educate families on the best use of their healthcare benefits and programs.

Call or message a Health Assistant today. Visit my.aa.com/accolade, text 2MQW to 67793 to download the [Accolade mobile app](#) or call [833-346-3929 \(833-FIND-WAY\)](tel:833-346-3929), Monday - Friday, 7 a.m. - 10 p.m. CT.*



*Message and data charges may apply. Visit accolade.com for privacy policy.

Accolade does not practice medicine or provide patient care. We are an independent resource to support and assist you as you use the healthcare system and receive medical care from your own doctors, nurses and healthcare professionals. If you have a medical emergency, please contact 911 immediately. © 2020 Accolade. All rights reserved. 19004-2

Part of your health benefits provided by