

# Accredo's Smart Path service experience

Our commitment to a better and smoother patient journey



Identification of a potential escalation



Cross-functional team of experts engaged to expedite and resolve



Commitment to keep our promises to patients

## Preventing escalations

- + Proactively route calls to address patient needs at the first sign of concern.
- + Our advanced algorithm identifies and reaches out to patients who are most at risk.
- + Real-time analytics and automation (RTAA) help identify emerging issues and escalation risks during patient interactions

## Decreases call transfers

- + Our team of experts in pharmacy, contact center, and patient access work together to provide quick resolutions.
- + Our specially trained staff can handle most common requests directly, eliminating the need for transfers.
- + Intelligent transfer bots help route patients to the right resource faster, reducing unnecessary handoffs.

## Commitment to follow through

- + We are empowered to provide end-to-end resolutions.
- + A dedicated team of case workers follows up with patients, so patients don't have to call back.
- + Call summarization ensures key details, next steps, and patient needs are captured accurately to support one call resolutions.