

AccordantCare Program

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Danielle Blue Cross Blue Shield of North Dakota offers a disease management program that provides valuable information and support to members, if you've been diagnosed with one of 16 specialized medical conditions. I have Dr. Eunah Fischer from the Medical Management division here to talk to us about BCBSND's AccordantCare Program.

Welcome Dr. Fischer. It's great to have you here.

Dr. Fischer Thanks for having me.

Danielle Could you start by explaining a bit about the program and how it helps our members?

Dr. Fischer AccordantCare is a disease management program that focuses on 16 rare diseases, such as Parkinson's, hemophilia, scleroderma, rheumatoid arthritis, multiple sclerosis, Crohn's, lupus and ALS. We recognize that members with these types of conditions have unique specialized educational needs. The program supports eligible members by providing them with information about active and effective self-management. It helps doctors and providers to educate their patients and promote adherence to the treatment plan.

The AccordantCare Program originally was available to members with coverage through the Federal Employee Program over the past few years. Because of its success with these members, we've expanded AccordantCare to include fully insured groups and self-funded groups.

Danielle How does AccordantCare work with health care providers then?

Dr. Fischer Well, once a member has agreed to participate in the program, an AccordantCare team will work with the member's existing team of doctors and other health care providers to help make sure the member is receiving the best care possible. They'll provide a letter of notification indicating the member has started the program and after that, provide periodic written updates.

Danielle What's available to members participating in the program?

Dr. Fischer Well, members participating in the program have access to specialized nursing support, which is available by phone 24 hours a day, 7 days a week. They'll receive monthly newsletters containing preventative tips, and access to a website containing in-depth, condition-specific information with an extensive archive of health resources.

Danielle So, how can members start participating in the AccordantCare program?

Dr. Fischer To participate, members will be identified or referred in multiple ways like:

- Claims analysis
- Physician or provider referrals
- Self-referral
- Or through case management

Health care providers who are seeing members with these rare conditions can make referrals to our Case Management department. We'll then verify eligibility for the program and make the appropriate referral to Accordant.

Danielle Why is BCBSND offering this type of service for its members?

Dr. Fischer BCBSND recognizes that improving quality and service leads to better outcomes. Accordant's services have been shown to be associated with better health of its members.

Danielle Where can we learn more about the AccordantCare program?

Dr. Fischer You can check-out Accordant.com for a full description of the program and a list of the 16 conditions the program manages. You can also call Accordant directly at 1-866-398-8762.

Danielle For more information on the AccordantCare Program, check-out the related links section on this page. If you have other comments or questions, e-mail us at podcasts@BCBSND.com. Thanks for listening to this MemberCast podcast.