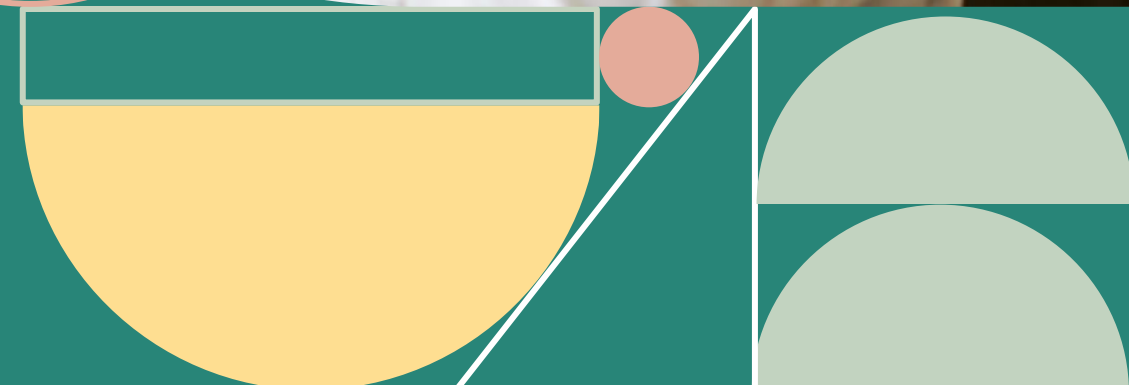




Get to Know Accolade

We help you get the most out of
your Bridge Investment Group
health benefits



Personalized Health and Benefits Support

Bridge Investment Group has partnered with Accolade to help you and your family get:

- Personalized support from a **Health Assistant** and nurse for your health and benefits questions
- **Second opinions** from leading specialists on your diagnosis, treatment plan or medication

We make it easier to get the care you need, when you need it – saving you time, stress and money!

CALL 911 IMMEDIATELY IF YOU ARE HAVING A MEDICAL EMERGENCY. Accolade and its affiliates (“Accolade”) are not an emergency service. Accolade is an independent resource to support you in understanding your benefits, accessing and using the healthcare system, receiving information from expert medical resources, and facilitating your access to medical care from various healthcare professionals, including telemedicine services. Accolade does not practice medicine or provide patient care and is independent from such healthcare professionals, including telemedicine services. Telemedicine services accessed via Accolade, including under the PlushCare brand, are provided by independent medical practices to which Accolade provides various platform and related services.

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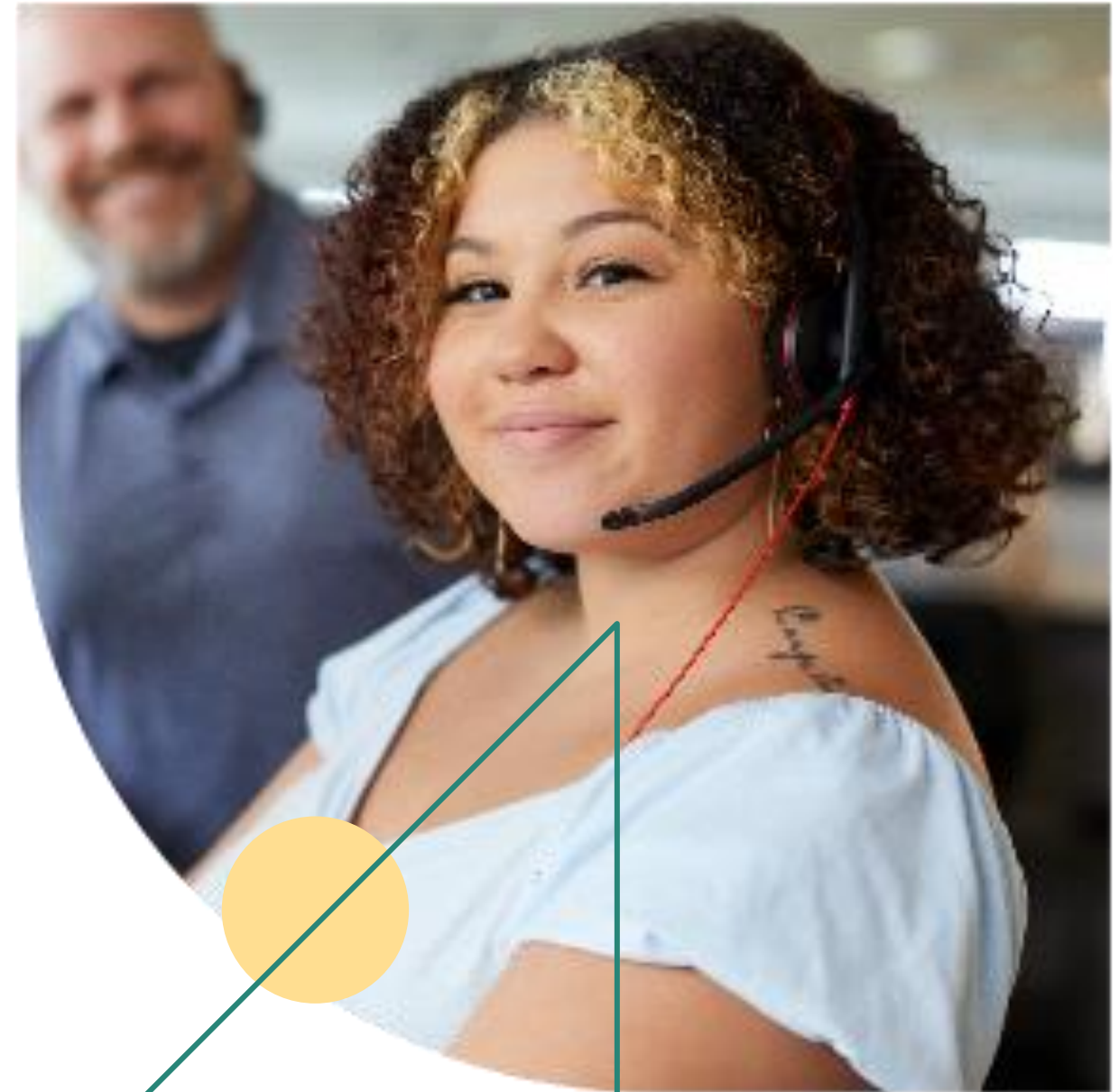




Personalized Health and Benefits Support

Meet Your Accolade Health Assistant

- We help you and your family members throughout your healthcare journey
- We work for you — not the insurance company
- We are familiar with your Bridge Investment Group benefits, including health plan coverage
- We're friendly and great listeners. We know that every healthcare experience is unique
- We help you overcome obstacles so you get the care you need and deserve
- We are completely confidential — your information is not shared with Bridge Investment Group
- We provide assistance at NO COST to you





We Can Help You:

- Find high-quality, in-network doctors and other providers
- Understand insurance coverage and costs
- Understand medical bills and claims
- Learn about all your Bridge Investment Group benefits
- Select the right health plan
- And so much more!





An Accolade nurse can help you:*

- Understand symptoms or learn more about a specific illness or condition
- Figure out where to go for care (doctor's office, urgent care, virtual care, ER, etc.)
- Clarify your doctor's instructions or understand the treatment plan
- Prepare questions to ask your doctor or get ready for a hospital stay
- Connect to health programs that match your care needs

*Accolade nurses do not diagnose or provide treatment

Support from a nurse or Health Assistant is at NO COST to you!



Health or benefits questions? Ask Accolade!

Health and Wellness Programs



- Do I have any benefits available that support my chronic condition?
- Is there a better way to manage my stress?

Eligibility Questions



- Can I add my 24-year-old daughter to my health insurance plan?

Benefits Questions and Open Enrollment



- Can you help me understand what health insurance plan is best for me to enroll in?



Health or benefits questions? Ask Accolade!

Finding Quality Care



- Where do I start to find a new doctor?
- Is this doctor in my insurance network?
- Can you help me schedule an appointment?

Claims and Billing Questions



- Was this visit covered?
- Can you help me understand this bill?

Nurse Support

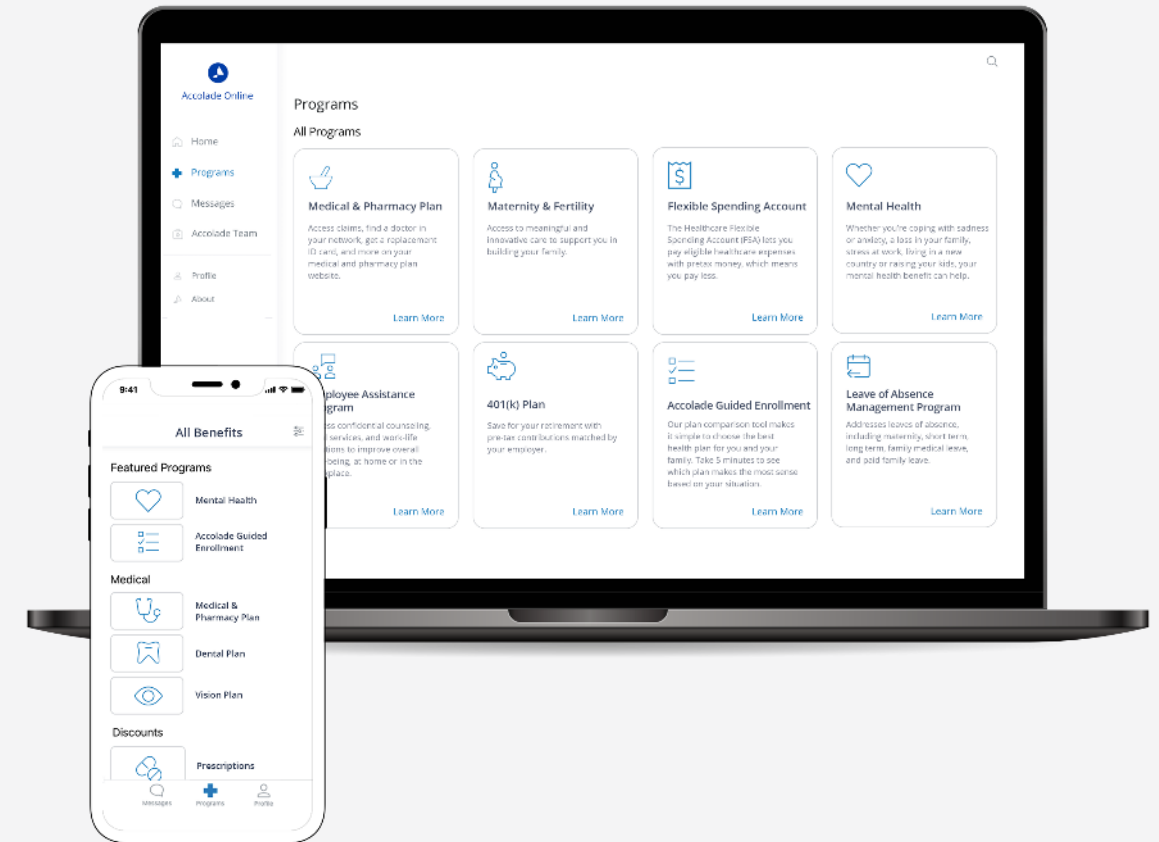


- How do I prepare for a hospital stay?
- Can I go to urgent care for this issue?



Accolade Web Portal and Mobile App

- View all of your benefits in one place
- Message a Health Assistant or nurse with questions
- Get help with a confusing medical bill
- Find an in-network doctor, therapist or specialist
- Store and share your insurance cards



Activate Your Accolade Account



Scan the QR code or visit
member.accolade.com

Questions? Call 866-336-0790
Monday – Friday 8 AM – 8 PM

Helpful tip!

You can activate your account even if
you don't need any help today



Expert Medical Opinion



Get a Second Opinion from a World-Renowned Specialist

Connect with a leading specialist by phone or video within a matter of days if you're ever feeling unsure about:

- A new or existing diagnosis
- Medication
- Treatment plans
- Chronic condition
- Possible surgery

2nd.MD is part of your benefits, so it's **NO COST** to you!



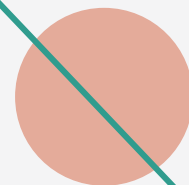
www.2nd.md/bridgeig





2nd.MD expert specialists can help you:

- Feel confident that you're on the right treatment path to better health
- Learn about treatment options you may not be aware of
- Consider options that are a better fit for your lifestyle
- Gain peace of mind for you and your loved ones



www.2nd.md/bridgeig

Specialties Served

The 2nd.MD panel of more than 900 expert doctors are industry leaders across hundreds of sub-specialties and thousands of conditions including:

- Cancer
- Heart disease and stroke
- Digestive problems
- Immunological disorders (such as Rheumatoid arthritis, Lupus, Multiple Sclerosis, Type 1 Diabetes)
- Women's health
- Mental health concerns
- Musculoskeletal issues (including Back, Hip, Knee)
- And more!

www.2nd.md/bridgeig



How Does It Work?

3 simple steps to medical certainty:

1. **Activate your account and request support at 2nd.MD/bridgeig.**
2. **Speak with a nurse about your condition or concerns.** They will take care of:
 - Collecting your medical records
 - Identifying the right specialist for your needs
 - Setting up the virtual appointment
3. **Consult with the specialist by phone or video** to get a second opinion about your diagnosis and treatment plan. They will provide a written summary to share with your physician.



Cost and Eligibility

NO COST: Getting a second opinion through 2nd.MD is no cost to you and eligible members as part of your Bridge Investment Group benefits.

Eligible members include:

- Active employee's and dependents enrolled in medical plan.
- Active employees eligible for medical benefits not enrolled.

Activate Your Second Opinion Benefit



Scan the QR code or visit
2nd.md/bridgeig

Questions? Call 866-537-1324

Helpful tip!

You can activate your 2nd.MD account even if you don't need a consultation now.





Respecting Privacy

In compliance with applicable laws and regulations, Accolade has in place strict guidelines and policies to ensure employee and family member information is protected.

- Accolade verifies the identity of employees and family members before servicing them.
- Accolade does not disclose Protected Health Information (PHI) to unauthorized individuals.
- The Accolade Care Team operate in a secure and confidential manner on the phone, online, and in our physical environment.



Questions?
Ask Accolade

