

What We Promise



We're not a call center. Our team is made up of real people, who can listen and solve complex issues for members, compassionately and swiftly.

EXPERT ASSISTANTS

Compassionate assistance from industry experts

Our Health Assistants are experienced, expert assistants proficient in navigating the constantly evolving health care system. Caring, friendly and ready to support members with their healthcare.

PRIVACY IS OUR POLICY

We take employee privacy extremely seriously

Member interactions with TouchCare are 100% confidential. TouchCare is HIPAA compliant and abides by strict security and confidentiality standards that ensure member information is never shared.

ULIMITED ACCESS

All of our convenient services, free for members

Our Health Assistants are experienced, expert assistants proficient in navigating the constantly evolving health care system. Caring, friendly and ready to support members with their healthcare.

How do We Help?

TouchCare assists with more than just medical insurance. We support ALL employee benefits including dental, voluntary, FSAs, HSAs, and more.



Finding, Choosing, and Scheduling

We find quality doctors with all the specifications requested by members.



Benefit Questions and Navigation

We help members navigate all of their work-sponsored benefits as well as any available ancillary options.



Cost Estimates & Comparisons

Members can get cost estimates for services in their area and compare with other facilities nearby.



Billing & Claims Assistance

Our experts work with providers & carriers to ensure bills are accurate and members aren't overpaying.

Why ask TouchCare for help?



Save Money



TouchCare Health Assistants ensure members never pay more than they need to for everything from medical procedures to prescriptions.

Save Time



Health Assistants work on behalf of members, saving them time that would have been wasted on waiting on hold with providers and carriers.

Get Support



Healthcare is confusing. Our Health Assistants are locally-based and come to TouchCare with years of experience working in the healthcare system.

Avoid Errors

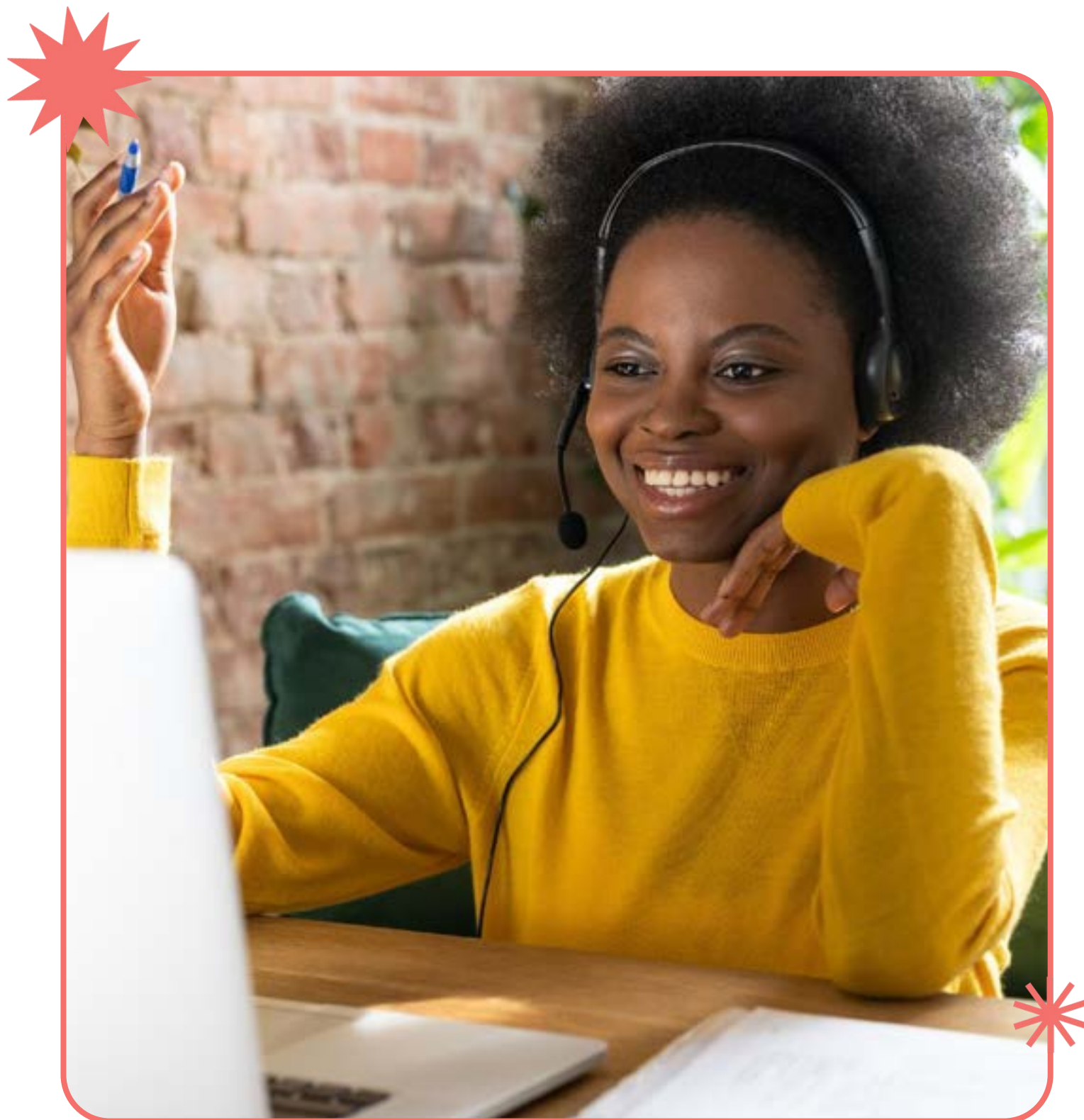


According to our own data, around 50% of the bills that review contain an error. We've helped recuperate and average of \$1400 per instance.

Less Stress



It can be stressful dealing with healthcare. Our goal is to work on the hard stuff, so members can focus on what really matters – feeling better.



Benefits Questions

TouchCare assists with more than just medical insurance. We also support your voluntary benefits. When you need assistance with or need to understand your dental, vision, FSA, HSA, HRA, we can help!

Key Benefits:

- Voluntary Benefit Guidance
- Dental/Vision Support
- FSA/HAS/HRA Navigation
- EAP Assistance



Provider Searches

We assess every provider based on a proprietary set of criteria. TouchCare Health Assistants carefully match based on location, cost, specialty type, gender preference, and prioritize in-network providers.

What we do:

- Get to know your medical needs
- Verify Insurance
- Assess Quality
- Qualify Providers
- Provide Options
- Schedule the Appointment

Provider Comparison

	Option A	Option B
Physician Name	Dr. Yasmin Metz	Dr. Hong Min Eng
Physician Rating	4.5/5	4.2/5
Facility Name	Manhattan Endoscopy	NY Gastroenterolgy
Facility Address	535 5th Avenue New York, NY 10017	137 5th Ave, 7th FL New York, NY 10010
Facility Phone #	212 555 2828	646 555 6132
New Patients?	Yes	Yes
Distance to Home	8.1 miles	4.5 miles
Distance to Work	1.8 miles	0.8 miles
Years in Practice	7	15
In/Out-of-Network	In-Network	In-Network
Cost Comparison		
Procedure Price	\$4,375	\$8,275
Aetna Discount	\$3,715	\$6,785
Remaining Deductible	\$1,125	\$1,125
Your Coinsurance	\$518	\$1,132
Your Cost	\$1,643	\$2,257

Cost Comparisons

We strive to empower our members with comprehensive knowledge about their health plans and ensure transparency in healthcare costs. Our approach is centered around providing clarity and precision, ensuring that members are well-informed before undergoing any tests or procedures.

Key Benefits:

- Precise cost estimations
- Proactive communication
- Pre-procedure cost estimates
- Side-by-side comparisons
- Advocacy for affordability



Billing Review

When members get a confusing bill in the mail, they can easily upload a picture and ask us to investigate. We coordinate directly with the provider or carrier to ensure the bill is correct and negotiate the bill when it is not.

Key Services:

- User-friendly bill upload
- Direct coordination with providers/carriers
- Negotiation expertise
- Cost savings through negotiation

Example Cases:

Here's a real sampling of the different cases members have opened with TouchCare:



- Acupuncture
- Adolescent Therapist
- AFLAC claim
- Allergist
- Ambulance Bill
- Annual Physical
- Annual Preventative Bloodwork Bill
- Appeal a Claim
- Aquatherapy
- Assistance with Bill Pay and IVF Treatment
- Assistance with Rx Approval
- Behavioral Health
- Benefit Refresher
- Bill Help!!!!
- Bill Question
- Breast Cancer and Chemo Billing
- Cardiologist
- Chiropractor
- Claim Appeal
- Claim Help!
- Colonoscopy
- Cost Estimate
- Counseling Services
- Coverage for a dietician
- CSF Leak
- Daughter Cardiologist benefits
- Deductible
- Denied Claim
- Denied MRI
- Denied Procedure
- Dental Bill
- Dental Bill Seems High
- Dermatologist
- Doctor for colon cancer
- Drug Denial by Aetna
- Ear, nose, and throat
- Emergency Room Bill
- Emergency Room Bill Take 2
- Endocrinologist
- Endodontist for a Root Canal
- Enrollment Question
- ENT
- EOB
- Experimental Charges
- Eye Doctor
- Female Psychiatrist
- Fertility Clinic
- Finding a plan that covers my meds
- FSA
- Gastroenterologist
- General Surgery
- Guardian
- Gym membership
- Gynecology
- Help with ambulance charge
- Hospital Bill
- How much to see a therapist
- Humera Coverage
- In Network Oral surgeon
- Insurance covered breast pump
- Internal medicine
- IVF Coverage
- IVF Treatments
- Laboratory Bill
- Lasik Smile Surgery
- Lenses
- Mammogram
- Mammogram Cost
- Mental Health Therapist
- Micronutrient testing
- MRI
- Myofunctional Orthodontics
- Neurologist
- NIPT test coverage / cost estimate
- No coverage for proved in-network
- Nutritionist
- NYC Ambulance
- OBGYN
- Open Enrollment
- Overpayment on Medical Bill
- Paying double for insurance
- PCP
- Pediatric Urgent Care Bill
- Pending Claims Payment Review
- Pharmacy
- Phlebotomist
- Psychiatrist
- Physical Therapist
- Please help
- Podiatrist
- Pre-Op Testing Bill
- Pre-authorization
- Precertification & cost estimate
- Primary Care
- Proctologist
- Question – Smoking Cessation
- Rapid COVID Test
- Selecting a plan
- Shingles Vaccination
- Sleep test
- Speech Therapist
- Therapist
- Therapy Inquiry
- Tooth extraction and bridge
- Ultrasound
- Urologist
- Vaccines for Dominican Republic
- Weight Loss Programs
- Wrong CPT Code on MRI

1:1 Consultations

Our unique concierge services go the distance to assist members through the most intimidating healthcare challenges they face.

Core

Benefit Refresher



A personalized consult, designed to give members the chance to ask about any of their plan details or benefit offerings. Available year-round.

Core

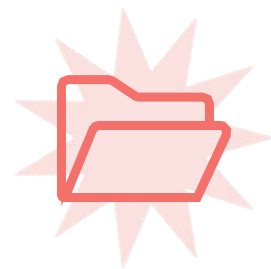
RxCare



Health Assistants work on behalf of members, ensuring they never pay more than necessary for their prescription medicine.

Premium

Open Enrollment



Experts walk employees through their employer-sponsored benefits, helping them select their perfect plan selections.

1:1 Consult Scheduling

TouchCare members can schedule personalized consultations that align with their availability via our portal or app.



Members can also visit:

www.touchcare.com/get-scheduled

Getting Scheduled is easy!



Select a Consult

Navigate to our 'Get scheduled' page via app, website, or portal.



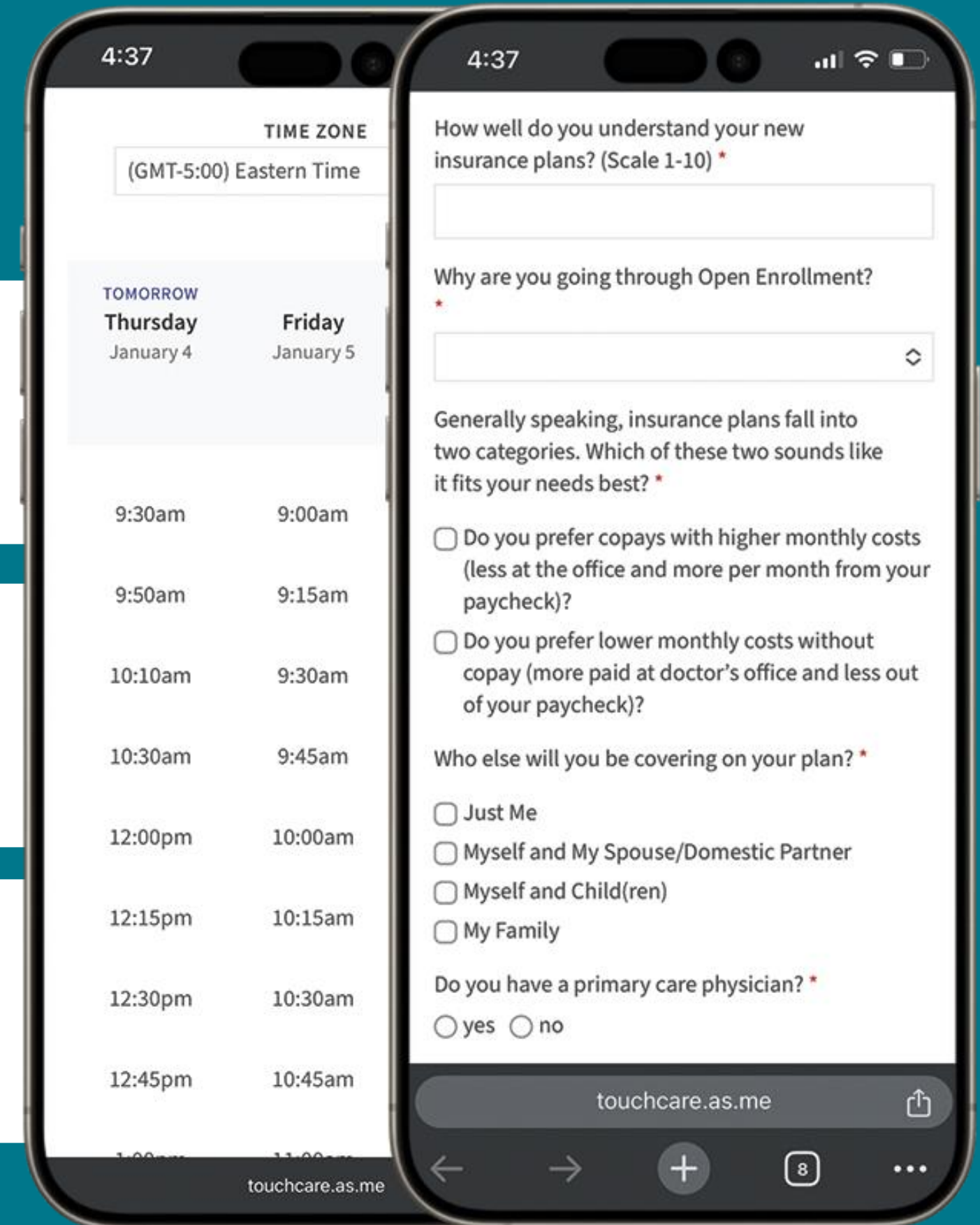
Choose a time

Members can choose a date and time that works for their availability.

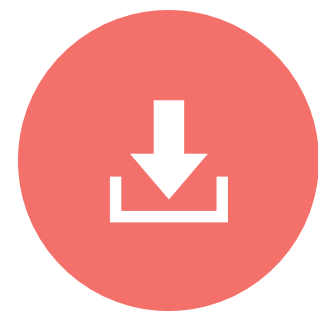


Complete Intake

Members will then be directed to a quick intake form to complete.



How to get in touch



App

Download our App on your iOS or Android device. Access all of our concierge services from your pocket!



Portal

Open a case, exchange messages, or upload plan documents to our portal via www.touchcare.com/ask



Phone

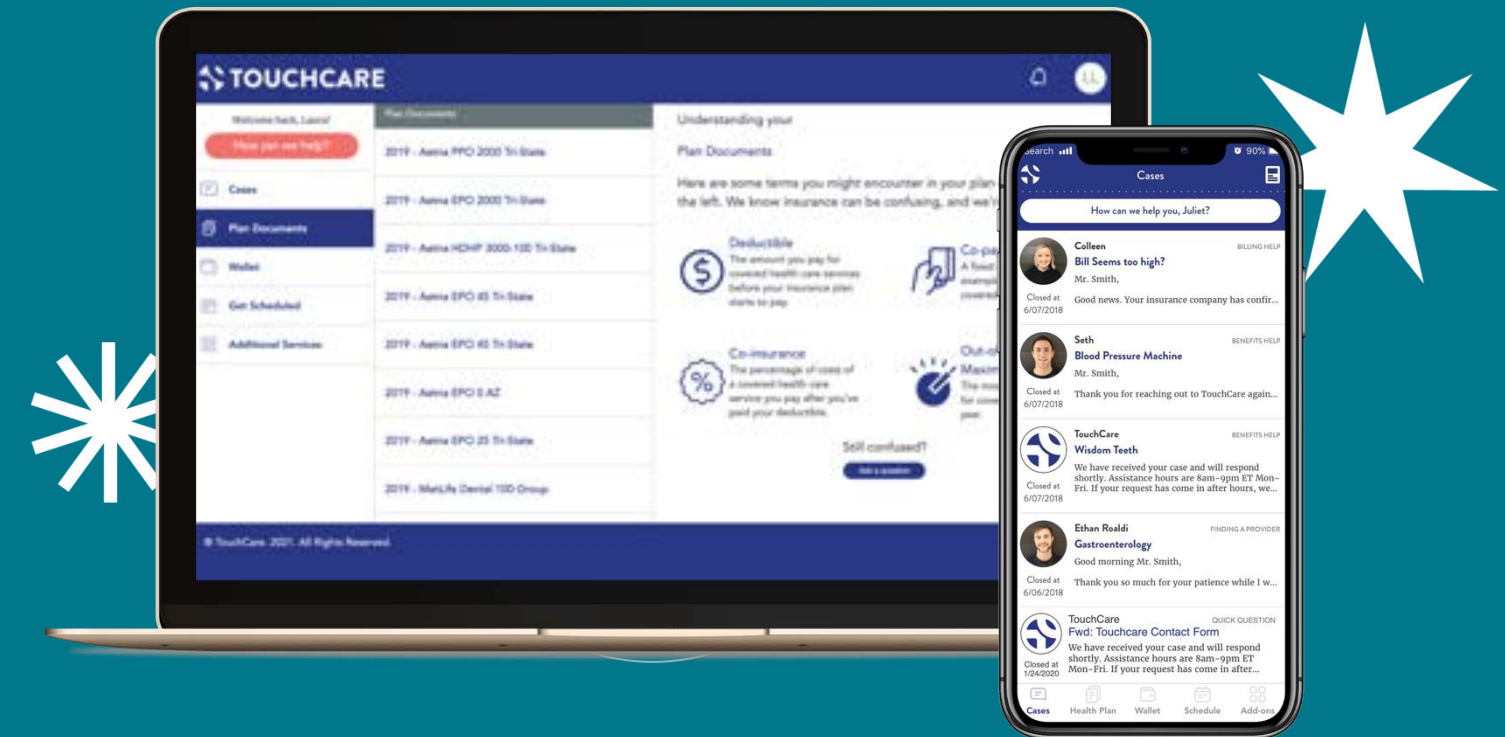
Available 8AM – 9PM (EST), Monday through Friday.
Call us: **866-486-8242**

TouchCare Member Portal

Open a case, schedule consults, and review documents all in one place with our web-based member portal.

- Schedule 1:1 consults
- View plan documents
- Open a case and send messages
- Access add-ons (premium services)

Access: www.touchcare.com/ask



Mobile App

All of TouchCare's concierge services in one convenient app.

With TouchCare's mobile app, members have access to all of our concierge services, available on their iOS or android device.

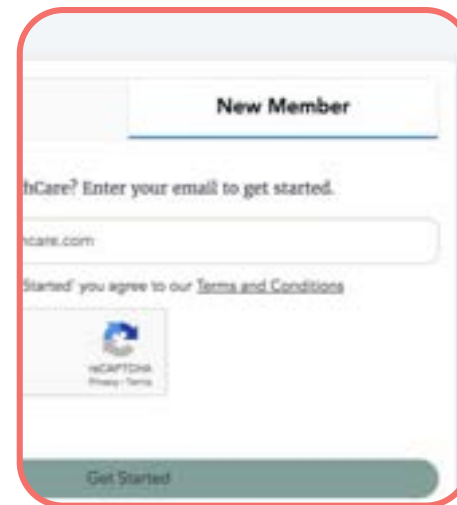


Getting Started

To open their first case, members simply need to register. Registration is easy and can be done in a few minutes through our online portal at www.touchcare.com/portal.

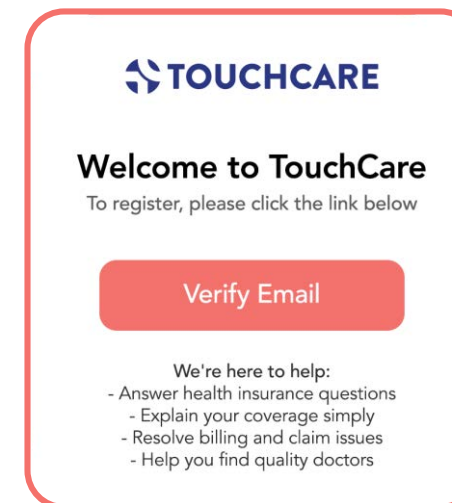
1 Create an Account

Visit www.touchcare.com and click on 'member login.' Click new member on the sign-up page and enter your email address.

A screenshot of the TouchCare website's 'New Member' registration page. The page has a white background with a blue header. It contains a form with a text input field for an email address, a checkbox for 'I agree to our Terms and Conditions', and a 'Get Started' button at the bottom.

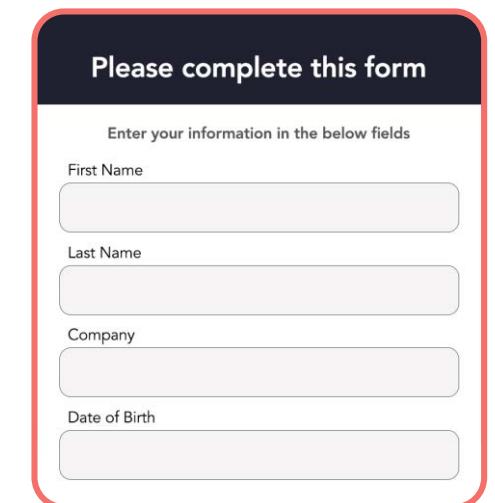
2 Verify Email

Upon creating your account, you will be asked to verify your email address. Find the verification email in your inbox and click 'verify email.'

A screenshot of an email verification page from TouchCare. The page features the TouchCare logo at the top, followed by the text 'Welcome to TouchCare' and 'To register, please click the link below'. A prominent red button labeled 'Verify Email' is centered on the page. Below the button, there is a list of services provided: 'We're here to help: - Answer health insurance questions - Explain your coverage simply - Resolve billing and claim issues - Help you find quality doctors'.

3 Complete Form

Finally, fill out our quick intake form with your full name, DOB, and company to finish creating your profile. You're all set!

A screenshot of a web form titled 'Please complete this form'. The form has a dark header and a white body. It contains four input fields: 'First Name', 'Last Name', 'Company', and 'Date of Birth'. Each field is accompanied by a small red asterisk indicating a required field. The form is set against a dark background.

www.touchcare.com/ask