

# A healthier understanding of healthcare.



## Improved Member Experience & Cost Containment Strategies

TouchCare is the premier health advocacy service. Our concierge-style approach saves members time, money, and hassle. We offer:

- Unlimited Consults
- Benefit Navigation Support
- Bill Review & Negotiation
- Price Transparency
- Procedure Planning
- Access via Mobile App, Web Platform, Phone, Email

Our team of Health Assistants ensure that members get the most of their benefits and their benefit dollars by guiding them to make better decisions.

## The numbers at a glance.

### THE TOUCHCARE EFFECT

Since 2014, we've helped our members be better healthcare consumers. We have some amazing results to show for it.

**98%**

Member satisfaction

**65%**

Increase in benefit knowledge

**\$568**

Saved per bill review

**10x**

Industry average engagement

**\$250**

Saved per interaction



# Exceptional service. Proven results.

## SERVICES SPOTLIGHT



— **Transparency Tools &  
Cost Comparison Reports**



— **Benefit Navigation Support**



— **Appointment Scheduling**



— **Ancillary & Voluntary  
Benefits Support**



— **Billing Review & Negotiation**



— **Prescription Support**

### ADVOCACY

- Provider & Facility Reviews
- Pre-Authorization Assistance
- Medical Records Transfer

### ACTIVE ENGAGEMENT

- Educational emails
- Wellness Webinars
- Custom marketing strategies
- Contests, quizzes, newsletters

### UNIQUE SERVICES

- Benefit Refreshers
- Care Navigation
- Rx savings programs
- Concierge 1:1 approach

### DATA & INSIGHTS

- Impact reports
- Regular service analysis
- Ongoing claims analysis
- Dedicated account management

### PREMIUM SERVICES

- OE Premium
- MD Opinions
- VirtualCare
- MindCare
- TouchCare Blue
- Virtual Primary Care
- ClinicalCare

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## Testimonial.

“I’m glad you sent this rating request. This was my first time using your service, and it was invaluable. Your expert Health Assistants were incredibly professional, courteous and helpful. Please extend my gratitude - you saved me \$15,000 on my medical bills.”