# Welcome

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TOUCHCARE | MEMBER INTRO

**TOUCHCARE** 

### How We Assist

At TouchCare, we're committed to your quality of service. We're here to ensure your needs are met via phone, email, or app.



#### **Expert Assistants**

Experienced, expert assistants proficient in navigating the constantly evolving health care system. Caring, friendly and ready to serve you.



#### Privacy is Our Policy

Your interactions with TouchCare are 100% confidential. TouchCare is HIPAA compliant, and abides by strict security and confidentiality standards.



#### 100% Free to Use

Unlimited access, unlimited questions, unlimited quality for all team members. TouchCare is totally free to all members. We use clear and simple language to make sure your experience is easy and stress-free.



### How Do We Help?

At TouchCare, we're committed to your quality of service. We're here to ensure your needs are met via phone, email, or app.



#### **Cost Estimates**

We help employees to get costs for services in their area, and compare with other facilities close by.



### Finding, Choosing & Scheduling

We find quality doctors with all of the specifications requested by employees.



#### Billing & Claims Assistance

Received an EOB that you think is incorrect, but don't want to deal with it? Benefit Questions

TouchCare prides itself in helping employees to navigate the healthcare system as well as their own benefits plan.



### Cost and Provider Comparisons

#### **Doctor Research**

We'll compare a number of different doctors, so members will option for their care.

#### **Real Numbers**

We research thoroughly to provide accurate numbers for all relevant procedures.

#### **Clear and Concise**

We make the total cost easy to understand, even if you aren't an insurance expert.

Provider Comparison						
	Option A	Option B	Option C			
Physician Name	Dr. Yasmin Metz	Dr. Hong Min Eng	Dr. Benjamin Lebwohl			
Physician Rating	4.5/5	4.2/5	4.5/5			
Facility Name	Manhattan Endoscopy	New York Gastroenterolgy	Columbia University			
Facility Address	535 5th Avenue	137 5th Avenue, 7th Floor	180 Fort Washington Avenue			
	New York, NY 10017	New York, NY 10010	New York, NY 10032			
Facility Phone #	(212) 682-2828	646-859-6132	212-305-9338			
New Patients?	Yes	Yes	Yes			
Distance to Home	8.1 miles	4.5 miles	16.9 miles			
Distance to Work	1.8 miles	0.8 miles	9.7 miles			
		15	23			
ΟΛ		In-Network	In-Network			
sy & Ao	curate	\$5,375	\$8,275			
5		\$4,615	\$6,785			
Remaining Deductible	\$1,123	\$1,125	\$1,125			
	\$518	\$698	\$1,132			
Your Coinsurance	4510					

## TouchCare 1:1 Services

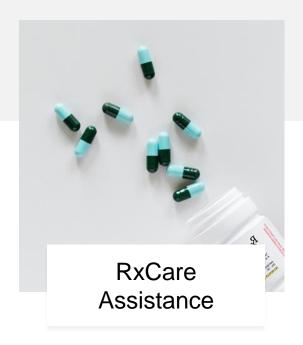
Our unique concierge services for maternity, prescription drug management, and cancer treatment will go the distance to assist you through the most intimidating healthcare challenges you face.



Are you a new hire or ready to pick a new plan? We can help!



We review your current plan and help you understand your benefits.



We help research lower cost medications and mail order options.

### **Consult Scheduling**

TouchCare can answer all your specific Open Enrollment, RxCare, Benefit Refresher questions. Intake is quick and is always followed by thorough research. Consultations are fully personalized, white glove experiences. Schedule in the portal or in the app.



#### GET SCHEDULED

You can find the 'Get Scheduled' tab in our portal and on our mobile app.

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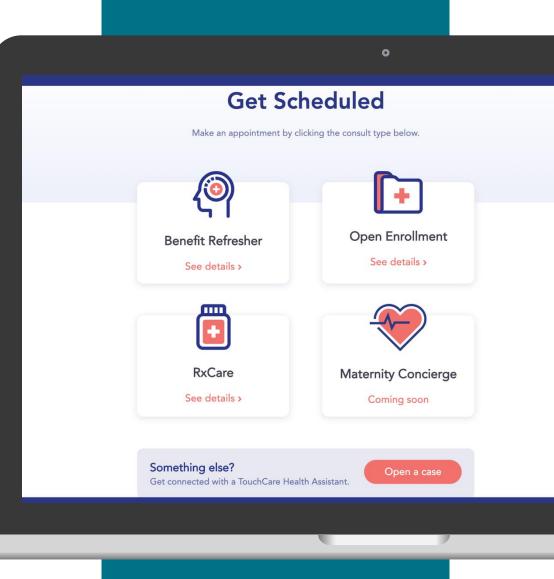
### EASY ACCESS

Simply click on a consult type to be directed to our scheduling page.

3

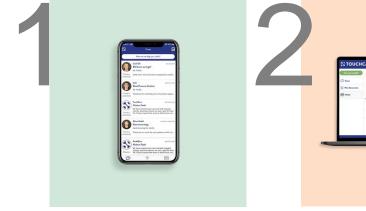
#### CONVENIENCE

Enter a date and time for your consult that works for your schedule.



### 4 Ways to Get in Touch

Opening a case is easy! Our Health Assistants are available when and where you need them.





APP

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

#### Online Portal

Open a case, exchange messages, or upload plan documents to our online portal via our website.



Phone

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

#### Email

#### Email us:

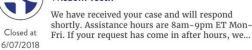
assist@touchcare.com and a Health Assistant will reply as soon as they're available.





#### BENEFITS HELF Thank you for reaching out to TouchCare again... **BENEFITS HELI**







FINDING A PROVIDER

Closed at Thank you so much for your patience while I w... 6/06/2018



### Healthcare, **Pocket-sized**

With TouchCare's mobile app, you have the access to all of our concierge services, conveniently available on your iOS or android device. Get help with billing, find a nearby provider, or just simply ask a quick question using our simple dropdown menu.

#### iOS/Android



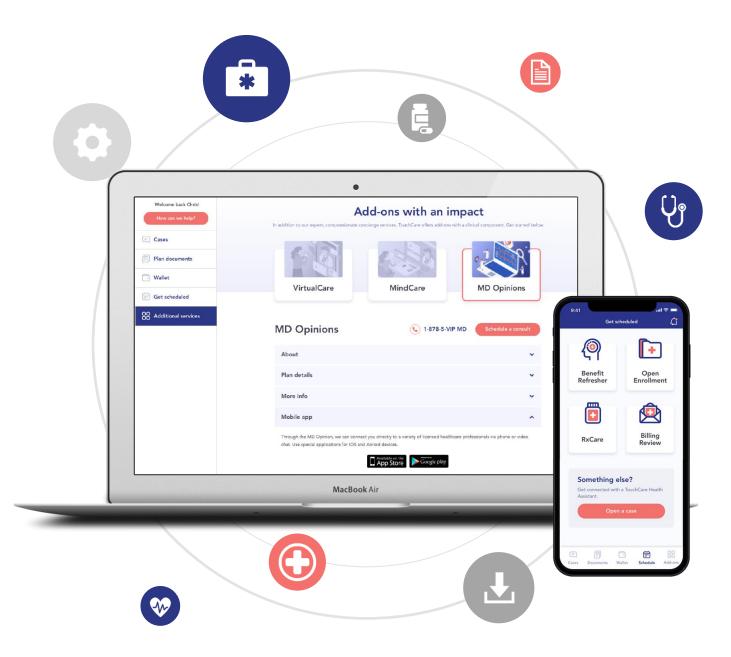
WWW.TOUCHCARE.COM

### Member Portal

#### A simple, convenient user experience

TouchCare members can get help from a Health Assistant in several different ways. They can use traditional means of communication like phone or email, but can also open a case through our member portal or mobile app.

*"It was really easy to open a case on the member portal. I just logged in and asked a question, so quick!"* 



### **Getting Started**

To open their first case, members simply need to register. Registration is quick and can be done both through our online portal at <u>www.touchcare.com</u> or through our iOS /Android app.



Visit www.touchcare.com and click on member login or download our mobile app. Click new member on the sign-up page.

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

Click the link in our email to finish registration by completing our short intake and release form. Once completed, you'll be ready to open a case.



## Free. Confidential. Expert Advice.

Employees can connect to an Expert Health Assistant from 8 a.m. to 9 p.m. Monday through Friday (EST).

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\$		Cases		E
	How can	i we help yo	u, Juliet?	
	Colleen Bill Seems t Mr. Smith,	too high?		BILLING HEL
Closed at 6/07/2018	Good news. '	Your insura	nce company	has confir
	Seth Blood Press Mr. Smith,	ure Machi	ne	BENEFITS HEL
Closed at 6/07/2018	Thank you fe	or reaching	out to Touch0	Care again
Closed at 6/07/2018	shortly. Assi	eived your o stance hou	case and will r rs are 8am-9p come in after	m ET Mon
Closed at	Ethan Roald Gastroenter Good mornin	rology ng Mr. Smit		NG A PROVIDE
	FouchCare Fwd: Touch Ve have rece hortly. Assis	care Con ived your c tance hour	QUIC	espond om ET
	Ith Plan	Wallet	Schedule	OO OO Add-ons

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# Thank you.

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