ClinicalCare, a holistic take on care management
Delivering complete support for healthier outcomes and better ROI.

A personalized approach to better clinical care
ClinicalCare expands TouchCare’s high-touch concierge services to include:

- Case Management
- Disease Management
- PharmaCare
- Proactive Outreach
- Virtual Primary Care
- Virtual Physical Therapy

Meeting members anywhere in their healthcare journey

What is ClinicalCare?
ClinicalCare is our in-house clinical care management program that leverages a multi-disciplinary care team who provides personalized interventions, resources, and support to each member.

Making claims count
We dig deep into claims data to serve up insightful analytics that you can use to understand the conditions that are impacting your members, review high-cost claims and visits, and much more.

The ClinicalCare team
The ClinicalCare team is comprised of experts from a diverse spectrum of healthcare specialties, including Primary Care physicians, nurses, therapists, and experienced Health Assistants.

A refined member journey

01 Open Enrollment Support
Health Assistants help members select a plan perfectly tailored for their health needs.

02 Proactive Outreach
We analyze claims and reach out directly to members with identified gaps in care.

03 Care Navigation
Expert assistance and educational support for members with chronic health conditions.

04 Reactive Support
One-on-one support and science-based strategies for members with complex needs.
A complete solution for comprehensive care management.

Case Management
In-house clinical care management program that leverages a multi-disciplinary care team.

Disease Management
Data and claims history used to proactively assist with chronic conditions.

PharmaCare
Pharmacy advocacy and cost-savings program to ensure fair prices for specialty medication.

Proactive Outreach
Targeted campaigns for demographic specific screenings and procedures.

Virtual Primary Care
Convenient virtual solution for selecting and establishing a Primary Care Physician.

Virtual Physical Therapy
Access to licensed physical therapists trained in treating members via remote care.

Areas for substantial health savings

Improving results, driving ROI
ClinicalCare isn’t just designed for the highest risk population. Members are proactively identified via analytics, predictive modeling, and other stratification strategies.

Our early identification of members with impactful needs allows us to effectively target areas where we can improve results for members and drive ROI for employers.

Areas for saving:
- Avoid additional charges to health plan
- Adverted inpatient admission
- Negotiated discounts
- Level of care change
- Education and support for self-management of chronic conditions

Areas for saving:
- ER diversion strategies
- In-network PCP selection
- In-network steerage
- Cost transparency reports
- Prescription discounts and savings strategies
- Reduced claims