

Alliance Technical Group

CaseStudy

BACKGROUND

Alliance Technical Group helps businesses navigate environmental and compliance challenges through on-site testing, monitoring, and laboratory analysis tailored to air, water, soil, and waste.

PROBLEMS

Employees at ATG frequently **struggled with the complexity of their health benefits**. Common issues included trying to **understand their coverages, finding in-network providers, and making sense of EOBs**. Billing questions and uncertainty about choosing the right health plan for their families often created added stress, leading to frustration and wasted time.

HOW WE HELPED

TouchCare stepped in to simplify these challenges by offering personalized, one-on-one support. Our team answered billing questions, helped employees select the right health plan, and clarified confusing coverage details and EOBs. By handling billing issues directly with providers, TouchCare saved employees significant time and stress, making healthcare navigation easier and more efficient for the ATG workforce.

MEMBER REVIEWS

"This was a great experience. The team was super responsive, friendly, professional, and most importantly got the job done. This service saved me time and stress, and is a great benefit to add for Alliance employees."

-ATG Employee

AT A GLANCE

CHALLENGES

- Understanding health coverage
- Finding providers
- Deciphering EOBs
- Billing questions and plan decisions

BENEFITS

- Saved employees time
- Resolved billing issues
- Guided plan selection
- Improved employee confidence in benefits

"TouchCare has been very helpful for our employees. It saves them time, helps them understand their coverage and EOBs, finds providers, and even handles billing issues directly on their behalf."

BENEFIT & LEAVE SPECIALIST
Alliance Technical Group

Alliance
TECHNICAL GROUP