

Case Study

BACKGROUND

Aequor is a staffing and workforce solutions provider that connects healthcare, education, life sciences, and technology professionals with rewarding opportunities.

PROBLEMS

Aequor's HR team was overwhelmed by the growing demand for healthcare support. Employees frequently **struggled to understand their insurance coverages, decipher complex Explanation of Benefits (EOBs), and locate in-network providers**. These challenges not only created stress for employees but also diverted HR's attention from other critical responsibilities, adding unnecessary pressure to their workload.

HOW WE HELPED

TouchCare supported Aequor's HR team by providing comprehensive healthcare navigation support. Our Health Assistants helped employees resolve billing and claim issues, explained EOBs in plain language, and guided them to high-quality in-network providers while coordinating appointments. By handling these time-consuming tasks, we reduced the burden on HR and improved both employee satisfaction and benefit utilization.

MEMBER REVIEWS

"The team at TouchCare was very patient and helpful."

-Aequor Employee

"I was able to get all the answers I needed. TouchCare was prompt and very kind!"

-Aequor Employee

AT A GLANCE

CHALLENGES

- Complex claims and billing questions
- Confusing EOBs
- Difficulty finding in-network providers
- HR team overwhelmed with healthcare tasks

BENEFITS

- Reduced administrative burden on HR
- Simplified employee healthcare navigation
- Improved employee satisfaction and engagement
- Increased understanding and utilization of benefits

"TouchCare has been phenomenal in assisting our employees on various needs. It's so helpful that it takes off a big chunk of load from HR. Whether it's claim issues, understanding EOBs, appointment scheduling, in-network provider search, etc., TouchCare has everything covered for us."

Shalini Maurya
HR GENERALIST, AUQUOR

