

Innovative Driven

CaseStudy

BACKGROUND

Innovative Driven provides legal services and technology solutions specializing in information governance and compliance. Partnering with law firms, corporations, and government agencies, the company helps manage data securely, streamline legal processes, and reduce risk.

PROBLEMS

Managing benefits caused stress for both employees and HR. Staff struggled with **confusing plan options**, **difficulty finding in-network providers**, and **billing disputes**, while HR faced HIPAA limits that prevented personal support. The result was wasted time, reduced productivity, and unresolved questions.

HOW WE HELPED

TouchCare provided personalized support to employees and HR, helping them make confident healthcare decisions. Employees received guidance on plan choices, provider searches, and bill reviews, while HR gained a trusted partner for sensitive benefits issues. The result was less administrative burden, higher employee satisfaction, and assurance of expert, compliant support.

MEMBER REVIEWS

"Christina was great. She was super knowledgeable about the process and was fantastic about following up for that this matter was resolved and didn't get lost in the hustle and bustle of things."

-Innovative Driven Member

AT A GLANCE

CHALLENGES

- Difficulty finding in-network providers
- Disputes with medical billing
- HR limitations due to HIPAA regulations

BENEFITS

- Streamlined provider searches
- Accurate bill reviews and negotiation
- Reduced stress for employees
- Consistent, compliant benefits support

"I really just cannot recommend them enough. Absolutely wonderful service that I will continue to use as long as I possibly can. And if I was to change companies, I would advocate that they get TouchCare as well."

Jennifer Whiteley
HR DIRECTOR, INNOVATIVE DRIVEN

