

KBS

CaseStudy

BACKGROUND

KBS is a leading facility services provider, delivering cleaning, maintenance, and operational support to keep businesses running smoothly across North America.

PROBLEMS

Employees at KBS often encountered **difficulties when navigating healthcare**, particularly when family members had different insurance plans. This sometimes resulted in **out-of-network providers and unexpected bills**. The complexity of plan selection and claim resolution created unnecessary stress and confusion for employees, leaving HR with the additional burden of clarifying benefits.

HOW WE HELPED

TouchCare worked closely with KBS to simplify these challenges for employees and their families. We provided guidance in selecting the right plan, offered claim support, and explained healthcare processes in clear, accessible language. By acting as a trusted resource, TouchCare helped reduce employee frustration, saved HR valuable time, and ensured participants received the right care with confidence.

MEMBER REVIEWS

"Very helpful, providing me with several options and answered all my questions. Overall great experience. TouchCare was great to work with!"

-KBS Employee

"To the point and quick with responses during a time I need answers quick. Very friendly and a pleasure to speak with."

-KBS Employee

AT A GLANCE

CHALLENGES

- Out-of-network provider confusion
- Family members with different insurance
- Complex claims process
- Understanding plan details

BENEFITS

- Guided employees through plan selection
- Simplified complex healthcare processes
- Reduced stress and confusion
- Provided claim resolution support

"TouchCare has been very helpful in saving our members time and handling billing issues directly on their behalf. I look forward to seeing it make an even greater impact as more employees take advantage of the service."

DIRECTOR, TOTAL REWARDS
KBS Services, LLC

