



A healthier understanding of healthcare.

Streamlined Support & Cost-Saving Solutions

TouchCare Lite is our streamlined health advocacy solution. Our service combines modern tools with personalized guidance to make benefits easier to navigate—saving members time, money, and stress.

With TouchCare Lite, you get:

- Unlimited Consults
- Benefits Navigation
- Bill Review & Negotiation
- Medicare Support
- Price Transparency
- Procedure Planning
- Spanish Concierge Support & Print Materials
- Access via Mobile App, Web Portal, & Phone

TouchCare Lite guides members to smarter choices that maximize their benefits and savings.

The numbers at a glance.

THE TOUCHCARE EFFECT

Since 2014, we've been empowering members in becoming more informed consumers, and our impressive outcomes speak for themselves.

98%

Member satisfaction

65%

Increase in benefit knowledge

\$568

Saved per bill review

10x

Industry average utilization

\$250

Saved per interaction



Exceptional service. Proven results.

SERVICES SPOTLIGHT



— **Basic and Complex
Benefit Support**



— **Benefit Navigation Support**



— **Medicare Assistance**



— **Appointment Scheduling**



— **Ancillary & Voluntary
Benefits Support**



— **Billing Review & Negotiation**



— **Prescription Support**



— **Transparency Tools &
Cost Comparison Reports**

ADVOCACY

- Provider & Facility Reviews
- Pre-Authorization Assistance
- Medical Records Transfer

UNIQUE SERVICES

- Personalized Benefit Reviews
- Care Navigation
- Rx savings programs
- Concierge, 1:1 approach

DATA & INSIGHTS

- Impact reports
- Regular service analysis
- HR resources center

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Testimonial.

“I’m glad you sent this rating request. This was my first time using your service, and it was invaluable. Your Expert Health Assistants were incredibly professional, courteous and helpful. Please extend my gratitude - you saved me \$15,000 on my medical bills!”