

**Your clients rely on you  
to get the best plans.  
Their employees rely  
on us to use them.**



Over 95 percent of Americans cannot accurately define common healthcare terms like copay, coinsurance, deductible, and out-of-pocket maximum. And with the cost burden continually shifting onto members, it takes expert help to enable better consumerism.

We're TouchCare, and our Expert Health Assistants can help. We get to know your clients, their employees, and their benefits.

We also study your local healthcare market so we can help your clients' employees make better informed decisions at all levels of care.

TouchCare functions as an extension of your current team. We work to bolster your commitment to healthier, happier employees and free you up to focus on strategy and plan design. To learn how we can give your clients a better healthcare experience, go to [www.TouchCare.com](http://www.TouchCare.com)

### RELIABLE.

Helping members navigate the complexities of healthcare.

### RESOURCEFUL.

Our goal is your client's happiness, and we'll stop at nothing to achieve it.

### REASSURING.

Healthcare can be stressful. Our empathetic team of experts is here to assist.



# TouchCare Fast Facts

**20** PERCENT  
ENGAGEMENT  
IN YEAR ONE

Our industry-leading utilization is tied to our strategic, proactive approach. We don't wait for members to reach out.

**98** PERCENT  
RECORD-BREAKING USER  
SATISFACTION LEVELS

We have recorded the highest satisfaction rates in our industry. But don't take our word for it. Find out from our members.

**100** PERCENT  
EMPLOYEE  
SUPPORT

We get to know your total benefits package—not just your healthcare benefits.

**100** PERCENT  
HIPAA  
COMPLIANT

We keep our customers' data safe. All of our interactions are kept strictly confidential.

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## TouchCare's Complete Offering A Healthcare Concierge Service Unlike Any Other

- Open Enrollment Support
- Outbound Marketing Strategy
- Cost Comparison Reports
- Provider Reviews
- Evidence-Based Engagement Campaigns
- Educational Webinars
- White Glove Service
- Core Benefit Support
- Ancillary Benefit Support
- Benefit Refreshers for Members
- Onsite Meetings
- Appointment Scheduling
- Records Transfer
- Intuitive, Easy to Use App
- Five Ways to Get in Touch
- Custom Health Management Programs
- Bill Review and Negotiation
- Dedicated Support Team at Employer and Employee Levels