

TOUCHCARE HELPED

ME *pick the best insurance plan for my diabetes.*

SEAN RHODES'S STORY



“

I was used to being my own advocate. I had no idea that a service like TouchCare even existed.

”

Since Sean was healthy for most of his life, he barely thought about having a chronic disease. When he was nine years old, he was diagnosed with Type 1 diabetes. While his medication and management were mostly under control, Sean knew that any changes to his employer-sponsored insurance could translate to thousands of dollars in out of his pocket costs.

Sean received an email from his employer's HR about their Open Enrollment period. From a quick scan of the new plans, Sean was immediately confused. Sean needed to make sure his existing doctors were in network, his medications would be covered, and his medical equipment and supplies would still be provided at a discounted rate.

The HR team at Sean's company suggested that he schedule a 1:1 consultation with a licensed Open Enrollment Specialist at TouchCare. Sean filled out a detailed Intake Form, listing out all his concerns and questions. Then, his Specialist spent several hours diving into not just the medical plans offered by Sean's employer but also the ancillary benefits that might help him save money.

During the 15 min consultation, Sean's Specialist was able to recommend the best insurance plan for his specific needs. Additionally, he walked Sean through his HSA option to help control costs, as well as some discount options for medical equipment and supplies. After the call, Sean received a summary document, clearly defining the deductible amounts that would need to be met, specialist copays, etc. as well as the recommended plan for Sean.

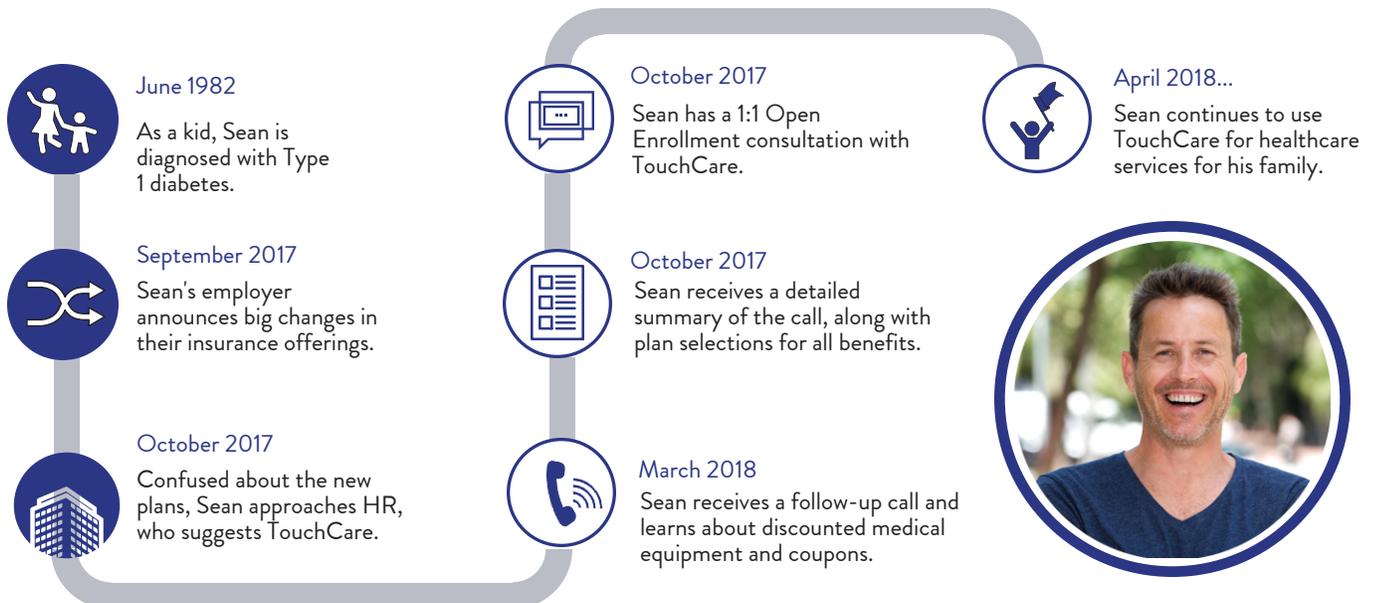
Three weeks after the Open Enrollment period, Sean received a phone call checking in on his new plan from the Specialist he worked with before. Sean mentioned that he was still working out the details for some of his medical equipment and supplies. His Specialist made note of all equipment needed and followed up on the cost of glucometers, test strips, ketone strips, lancets, and syringes -- as well as some information about available coupons.

Sean has now reached out to TouchCare five times for additional questions about his benefits -- and has introduced his wife to the service.

TouchCare is a high touch service.

For many members with chronic conditions, TouchCare serves as their primary, ongoing resource. We don't view interactions as one-off cases; we build ongoing relationships.

SEAN'S STORY



"I was really surprised by the level of involvement and overall service I received."