

Member FAQs

01 How can TouchCare help me?

TouchCare is here to help you get the most out of your benefits, which translates to you saving money and using your benefits smarter. As your advocate and expert Health Assistant, we can assist with:

- Benefits navigation for health insurance & voluntary benefits
- Billing & claims negotiation
- Provider searches & appointment scheduling
- Cost comparisons
- Procedure preparation assistance
- RxCare
- and more!

02 How can I create an account?

Creating an account is easy and takes just a few minutes! Simply visit <https://www.touchcare.com/ask>.

To get in touch you can:

- Call (866)-486-8242
- Download the [Mobile App](#)
- Sign into your Member Portal at www.touchcare.com/ask

03 How do I schedule a consultation?

To get scheduled visit for a Benefit Refresher or Rx Consult, visit: <https://www.touchcare.com/get-scheduled/>.

04 How much does TouchCare cost?

TouchCare is completely free for members. In many instances, we can save money for our members — so it pays you to use TouchCare!

For the latest member webinars, contest, and informative content, visit:

www.touchcare.com/member-resources

05 Is my information confidential?

TouchCare is completely HIPAA compliant, which means all your information is securely stored and never shared with your employer. TouchCare reports general statistics (like how many employees have used TouchCare in the past year), but TouchCare never shares personally identifiable information.

06 What are some typical questions members ask?

- There's an error on my bill, can you help me fix this?
- Where can I get an MRI?
- Can you help me find an in-network dentist near me?
- What's an FSA?
- Where can I get tested for COVID-19?
- Am I paying too much for my prescription drugs?
- What plan did I enroll in again?
- How much have I met toward my deductible?
- Is fertility testing covered in my plan?
- Can you help me find an in-network therapist?
- What's the best plan for my family and me?
- I need bloodwork, what's the cheapest option?

07 Can my dependents use TouchCare?

Absolutely! TouchCare is completely free to use for you and your dependents.

