

TOUCHCARE HELPED

ME *find a way to afford the MRI I needed.*

CECILIA WALSH'S STORY



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TouchCare is an amazing resource. I had never had to figure out insurance before. Ethan explained how it works, and helped me find doctors. When I thought I couldn't pay for my MRI, he found a way. He is a Godsend.

Cecilia was a recent graduate and just transitioned off her parent's plan. Her company was going through Open Enrollment, a process completely new to her. Her HR department suggested that she reach out TouchCare. Cecilia signed up online for a 15 minute, 1:1 phone consultation with one of our Health Assistants. She discussed her plan options, explored how the company plans differ from what she had on her parent's plan, and learned more about her company's Health Savings Account.

Fast forward two months, Cecilia signed up for one of TouchCare's free "Wellness Wednesday" webinars, focusing on the importance of Primary Care. As a young, healthy female, Cecilia hadn't had an annual physical recently; the webinar explained that one annual physical is completely free through her insurance plan.

She reached out to TouchCare via the app to find an in-network PCP who was accepting new patients. Ethan matched her with a physician who met her gender preference, location preference, and scheduling availability -- all within a 10 min walk of her office. We made the appointment on her behalf, told her what to expect at her appointment, and reminded Cecilia about her appointment the day before.

At her physical, the PCP requested that Cecilia schedule an MRI due to migraines she had had for the past few years. This concerned Cecilia - for many reasons. She was afraid of what the results might show, and she could not afford the \$1,700 for the MRI at the facility her doctor referred her to.

Cecilia actually considered playing roulette with her health and not moving forward with the MRI due to cost. After additional thought, Cecilia remembered that her Expert Health Assistant, Ethan, was so helpful twice before, so she decided to reach out a third time to determine if TouchCare could assist with a lower cost option.

After a brief conversation with Cecilia, Ethan researched MRI facilities in the area. He was able to find an imaging center within 20 minutes from her home, for \$350.

Then, Ethan sent over three options in an easy-to-read format, our proprietary "TouchCare Cost Comparison Report." The result? Cecilia was able to afford the procedure and worked with Ethan to schedule an appointment within 48 hours. She got the care she needed, at a price she could afford.

As you can imagine, Cecilia was grateful to have someone who was on her side - not the insurance company's.

Not only was she able to save over a thousand dollars on her procedure, but also she had an advocate who could explain all the ins and outs of her benefits. At TouchCare, we encourage our members to "think TouchCare first." Just ask.

Inhale. We've Got this. Exhale.

CECILIA'S STORY



December 2016

Cecilia goes off her parent's plan. Her company has OE.



January 2017

Cecilia has 1:1 phone consultation, learning the ins and outs of her plan.



March 2017

Cecilia attends "Wellness Wednesday" and learns an annual physical is free.



April 2017

Ethan researches lower cost facilities. Sends info in easy-to-read Cost Comparison Report.



April 2017

Physician orders a MRI. Cecilia considers not having it due to cost. Instead, she reaches out.



March 2017

Ethan finds an in-network physician to Cecilia's specifications -- and schedules the appointment.



April 2017

Ethan finds a MRI for 80% less than where Cecilia's doctor referred her.



"This is the second dealing I've had with Ethan and, again, I'm very satisfied. Additionally, I have told others of the TouchCare service, and mentioned how highly I think of this service. Thanks again."