



Get to know: Provider Searches

Ever wonder what happens when you request a provider search with TouchCare?

✓ What to expect when you make a request:

- ✓ **Get to know your medical needs:** A TouchCare Health Assistant will ask you additional questions regarding what you might need. If your request is unclear, they will discuss what you are trying to achieve to gain a better understanding of the type of provider you need and why.
- ✓ **Understand your preferences:** You might want to work with a specific gender or someone who has a personal understanding of your situation. You might also require a certain language or location. Our Health Assistants will learn more to target your search.
- ✓ **Verify Insurance:** If we do not have your insurance information on file, we will verify this with you. Upon verification, we will begin researching provider options that are in network and fit all of your personal specifications.
- ✓ **Assess Quality:** Using a variety of resources, we will assess the quality of the provider you are requesting. If you are having a procedure, we will ensure the provider is affiliated with in-network facilities that are also highly rated. Procedure quality metrics will include re-admittance rates, patient outcome information, care team data, and more.
- ✓ **Qualifying:** The TouchCare team contacts providers and facilities to completely qualify them prior to recommending the top three options to our members. We request availability, ensure they are accepting new patients, determine cost for the visit / test / procedure, and cross check network status, ensuring fully vetted, turn-key options.
- ✓ **Clear Options:** When we have narrowed the search to the top options, we will provide them to you in a clear and concise report that includes copay information or detailed cost estimate information, based on your plan specifications.
- ✓ **Schedule an Appointment:** Finally, when you have reviewed this information and have made your selection, we will offer to schedule an appointment on your behalf, assist with preauthorizations with your provider and your carrier, transfer records, etc.
- ✓ **Standby for Additional Needs:** We will then wish you our best and be here for any additional questions or needs you might have with absolutely anything else you might need, relating to your care.



✓ How to get in touch:

You can contact TouchCare by calling our service line at **833.EMPLOVA Option 1**, downloading our free app, or by visiting us at **touchcare.com** and logging in. You will first be routed to an *Intake Specialist* who will assess your request and align you with the expert *Health Assistant* who is best qualified to provide assistance.



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