



Get to know: Billing Support

Have you received a bill from a medical provider or facility following a visit or a procedure that you think might be incorrect?



How our billing team can support you:

- ✓ **Evaluating** if you were billed correctly or incorrectly.
- ✓ **Consulting** with you to provide transparency, education, and understanding relating to your bill and the services you received.
- ✓ **Contacting and working** with the providers' offices and/or your insurance company to ask questions and better understand how your claims are processed.
- ✓ **Advocating** on your behalf with the appropriate entity to correct billing errors.
- ✓ **Advising and helping** coordinate peer-to-peer appeals with your provider and insurance company.
- ✓ **Constructing and submitting** appeals on your behalf following your review and signature.
- ✓ **Filing claims** on your behalf with your insurance company for any out-of-pocket procedures or visits.
- ✓ **Introducing** you to one of our Expert Health Assistants for new provider/facility searches, authorization needs, or cost comparisons for services.
- ✓ **Working** with provider's offices or facilities to negotiate payment plans or out of network bill reductions.

How to get in touch:

You can submit copies of your bills, EOBs, receipts, and forms by downloading our free app or by visiting us at touchcare.com and logging in. You'll be routed to a Member Billing Support Specialist who you will be able to communicate directly via the website, app, or by contacting us at 866-486-8242.

What information do we need to provide support?

- ✓ A copy of the bill.
- ✓ Validation of basic information.
- ✓ Signed HIPAA authorization, allowing us to speak on your behalf (we will provide these forms for signature).
- ✓ A description or explanation of the situation to understand why you feel a bill is incorrect and the intent of the services you received (example: diagnostic vs preventive).

What is the processing time for billing support requests?

Depending on the type of inquiry, some requests can be quickly resolved, while other billing issues might take several weeks. Rest assured, we're committed to finding the best solution to solve your request, and you'll have the same Billing Specialist assisting you every step of the way.