



Get to know: Cost Estimate Support

Did you know TouchCare can shop for medical procedures the same way you shop for other consumer products or services? Learn how:



With TouchCare, rest assured you'll never overspend on your care. Our Health Assistants diligently research costs and explore all available options *for you*. Our process begins by consulting the ordering physician to obtain CPT codes (procedure codes used for medical billing), enabling us to offer you an estimated service cost.

✓ What information do we need?

- ✓ Primary plan holder name/DOB/address
- ✓ Member ID & Group Number
 - If Member ID & Group number are unknown, you can provide your Primary Plan Holder's SS
- ✓ Dependent's Basic Information (if applicable)
- ✓ Signed HIPAA form allowing us to speak to your physician on your behalf
 - touchcare.com/hipaa
 - PLEASE NOTE: This HIPAA release form is for provider outreach only. Insurance companies may require you to complete an additional HIPAA form. Should this be the case, we will let you know.
- ✓ Name, address, and phone number of the ordering physician
- ✓ Type of medication/ procedure
 - For Procedures: Specify the Body Area (right foot, left wrist, etc.)
 - For Medications: Dosage, Frequency, Generic/ Brand Name



Here's how our team finds your patient responsibility:

1

Once TouchCare has the details of your service coding, we'll reach out to facilities in your vicinity to pinpoint suitable centers matching your requirements, considering factors like location, equipment, availability, and quality ratings.

2

Our Health Assistants will then contact your insurance company to ensure that the information we are being provided is accurate before providing the contracted rate and your potential patient responsibility.

3

TouchCare contacts multiple parties for information, so expect research completion within 48-72 hours. You'll receive progress updates within that time frame or feel free to reach out to us anytime.



How to get in touch:

You can contact TouchCare by calling us at **866-486-8242**, downloading the TouchCare app, or by visiting us at touchcare.com/ask and logging in.

