



Get to know: Example Cases



Are you curious about the types of cases TouchCare can manage? Let's look at some samples cases!

Our health assistants take care of all the things you don't like or don't know how to deal with: billing mistakes, finding and coordinating with providers, selecting a health insurance plan, scheduling appointments, and so much more!

✓ Here's a sampling of real member cases we've helped solve:

Acupuncture	Emergency Room Bill	Neurologist
Adolescent Therapist	Emergency Room Bill Take 2	NIPT test coverage / cost estimate
AFLAC claim	Endocrinologist	No coverage for proved in-network
Allergist	Endodontist for a Root Canal	Nutritionist
Ambulance Bill	Enrollment Question	NYC Ambulance
Annual Physical	ENT	OBGYN
Annual Preventative Bloodwork Bill	EOB	Open Enrollment
Appeal a Claim	Experimental Charges	Overpayment on Medical Bill
Aquatherapy	Eye Doctor	Paying double for insurance
Assistance with IVF Treatment	Female Psychiatrist	PCP
Assistance with Rx Approval	Fertility Clinic	Pediatric Urgent Care Bill
Behavioral Health	Finding a plan that covers my meds	Pending Claims Payment Review
Benefit Refresher	FSA	Pharmacy
Bill Help!!!!	Gastroenterologist	Phlebotomist
Bill Question	General Surgery	Psychiatrist
Breast Cancer and Chemo Billing	Guardian	Physical Therapist
Cardiologist	Gym membership	Please help
Chiropractor	Gynecology	Podiatrist
Claim Appeal	Help with ambulance charge	Pre-Op Testing Bill
Claim Help!	Hospital Bill	Pre-authorization
Colonoscopy	How much to see a therapist	Precertification & cost estimate
Cost Estimate	Humera Coverage	Primary Care
Counseling Services	In Network Oral surgeon	Proctologist
Coverage for a dietitian	Insurance covered breast pump	Question – Smoking Cessation
CSF Leak	Internal medicine	Rapid COVID Test
Daughter Cardiologist benefits	IVF Coverage	Selecting a plan
Deductible	IVF Treatments	Shingles Vaccination
Denied Claim	Laboratory Bill	Sleep test
Denied MRI	Lasik Smile Surgery	Speech Therapist
Denied Procedure	Lenses	Therapist Therapy Inquiry
Dental Bill	Mammogram	Tooth extraction and bridge
Dental Bill Seems High	Mammogram Cost	Ultrasound
Dermatologist	Mental Health Therapist	Urologist
Doctor for colon cancer	Micronutrient testing	Vaccines for Dominican Republic
Drug Denial by Aetna	MRI	Weight Loss Programs
Ear, nose, and throat	Myofunctional Orthodontics	Wrong CPT Code on MRI



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.