

Open Enrollment FAQs

01 What are 1:1 scheduled OE sessions?

Scheduled 1:1 OE sessions are reserved for individuals who need in depth, consultative advice and guidance from a TouchCare OE specialist prior to making plan decisions when they are experiencing Open Enrollment, when they are a new hire, or when they have experienced a Qualifying Life Event.

02 How do I schedule an OE consultation?

Scheduling an OE consultation can be done one of two ways. The preferred scheduling method is via our app or our member portal. Please visit www.touchcare.com/openenrollment to schedule a consultation. Simply click the "get scheduled" tab, answer intake questions that will help your consultant prepare for your consultation, and select the date and time you would like to have a TouchCare OE consultant contact you at the number you provide upon scheduling.

03 Can TouchCare OE Support Specialists enroll me in my plans?

TouchCare OE Support Specialists cannot physically enroll you in your plans or answer technical or physical enrollment questions about the enrollment platform you are using. TouchCare OE consultants will answer any questions about the actual plans that are being provided by your employer and help you compare options prior to your physical enrollment.

04 Will a TC specialist call me or do I need to call them?

Your Open Enrollment specialist will call you at the number you provided at the time of scheduling.

05 What if I just have a few questions? Do I really need to schedule a consultation?

Not at all. If you have 1-2 questions about a plan or plans, feel free to send your questions to our TouchCare Health Assistants by logging into our member portal www.touchcare.com/ask or by downloading our app via the app store (available for both iOS and Android devices) and asking a question/questions.

06 What if I schedule an OE after my deadline has passed?

Unless your employer has offered a silent grace period, TouchCare can still answer questions, but we cannot guarantee that you will have the ability to enroll in your plan. TouchCare is your third party advocacy solution. We are not aligned with company policies and procedures regarding open enrollment dates or physical enrollment. You can always enroll within 30 days of a qualifying life event (such as marriage, the birth of a child, divorce, etc). Otherwise, you may need to wait until the next plan year to enroll in your company's plan.

07 What if there is no ideal availability prior to my deadline?

Please contact our service team at [866-486-8242](tel:866-486-8242). We will be happy to manually schedule you for a consultation. If you have waited until the last day of Open Enrollment to schedule your consultation, we cannot guarantee availability.

08 What if I miss my scheduled call?

If you missed your scheduled call, you will need to reschedule your consultation.

09 Is my OE with a TouchCare specialist held via video conference?

TouchCare consultations are held via phone. We do not share screens or provide video conferencing options for our consultations.

What if I have more questions than can be covered during my 30 minute consultation?

10 During peak OE season (particularly during the month of November), consultations typically cannot last more than 30 minutes. Your OE consultant will offer to call you at a later time to continue your consultation or follow up in writing with any remaining questions you may have.

11 What if I am comparing my employer's plan to my spouse's plan?

TouchCare would be happy to assist with this comparison. Please be prepared by having your spouse's plan documents and premiums available for discussion and accessible electronically. If you can send these documents prior to your consultation, our Health Assistants can prepare more effectively for your discussion.

12 Are there any benefits that TouchCare cannot provide consultative advice or guidance to support during OE?

TouchCare does not provide advice and guidance regarding your 401(k) plan. We encourage you to connect with your Financial Advisor for discussions relating to investment options and planning.

13 What if we determine that my providers are out-of-network with my new plan? Will my OE Specialist provide assistance?

If it is determined that research into specific areas of your plan needs to take place, or if you need to find new providers, your TouchCare OE Specialist will open new inquiries aligning with your needs and support will be provided. We are always happy to make certain that our members are entirely comfortable with their options and have all of the necessary resources in place prior to the beginning of their new plan year.

14 What if I am late for the call?

If you miss your call from your TouchCare OE consultant, you can contact our team by calling [866-486-8242](tel:866-486-8242). If your consultant is available during the time you scheduled you will be routed to them or they will call you back as quickly as possible. Again, during peak time, TouchCare is respectful of all of our member's needs. We cannot guarantee the full 30 minutes if you miss our call and your session begins at a later time due to other scheduled appointments that require our attention.

15 What if I wait until the last minute and there is no availability?

Unfortunately, TouchCare cannot create more availability. You will need to find an alternative resource if you have questions about your plans prior to physically enrolling. We encourage all employees to not wait until the last day of enrollment to schedule a consultation.

16 Can I receive immediate support when I need OE plan assistance?

TouchCare does not offer "on the spot" OE assistance. When you call TouchCare's service center, you will reach an intake specialist who will evaluate your questions and needs. If a consultation is needed, you will either be manually scheduled with a TouchCare OE Consultant, or the Intake Specialist will send a scheduling link to you via our secure portal. TouchCare's OE specialists are specifically trained to provide OE consultations and we want to ensure you are working with a trained advisor when they need this level of support.

17 Can other members of my family attend OE consultations?

We encourage attendance for those members of your family who assist with the navigation of your benefits. Our Specialists are accustomed to working with dependents with every need, but we especially appreciate making sure all questions are answered for those who will be using the plan. Oftentimes, dependents might know "more" about the health and needs of your family and might benefit from these consultations.