TouchPoint PATHWAYS

Navigating Healthcare **Together**

TouchPoint Pathways provides consumer advocacy and personalized assistance in navigating the complexities of healthcare.

We understand the challenges and barriers individuals face in identifying and accessing the most appropriate care to achieve optimal health and wellness. We integrate the touch points of care provided by multiple providers in various settings to identify a clear pathway toward each person's optimal health outcomes.

Our trained Clinical Navigators support members at every critical point along their healthcare journey — from initial symptoms through diagnosis, treatment, and beyond. By working directly with members, providers, and health plans, we help ensure that care is coordinated, timely, and tailored to everyone's unique needs. This is achieved only through the identification and gathering of a complete picture of the individual's healthcare story — something we call the "TouchPoint Pathway to optimal health."

"Guiding you through every TouchPoint to create your optimal health Pathway."

OUR MISSION

Using real-time data, we proactively identify gaps in care and unmet needs.

— 01
Scheduling and coordinating appointments

— 02
Acting as a liaison with insurance benefits and providers

— 03
Identifying and facilitating access to specialty care

— 04
Complex Care Management

— 05
Identify and access community resources

— 06
Education where appropriate

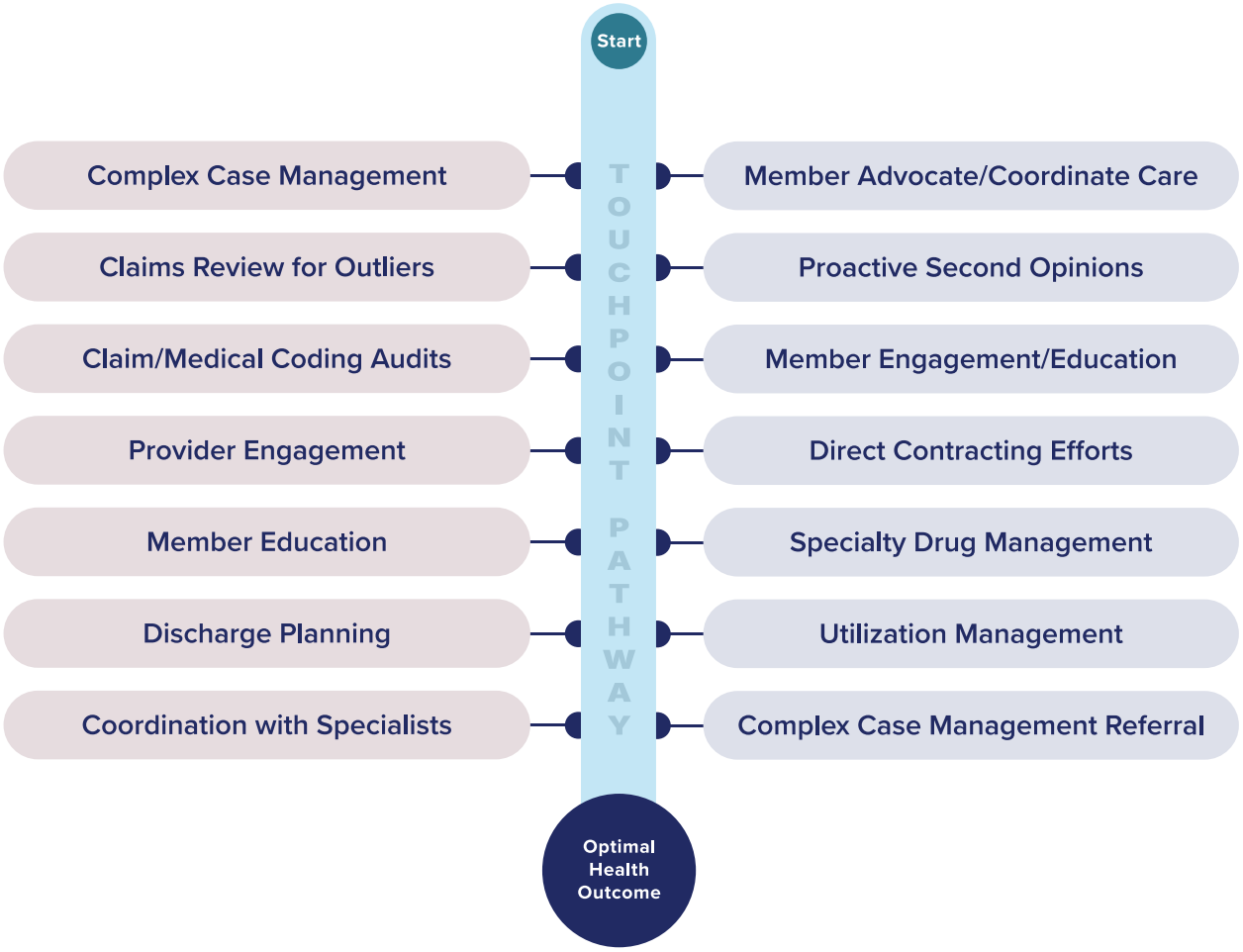
Two Partners. **One Pathway.**

TouchPoint Pathways represents a strategic partnership between two industry leaders in healthcare management and advocacy: **Injury Management Organization (IMO)** and **Managed Care Concepts (MCC)**.

Founded in 1991, IMO brings over three decades of expertise in managed care services, with a focus on quality case management and provider relationships. Established with equal longevity, MCC offers a comprehensive 360-degree approach to healthcare management, with over 30 years of experience navigating the healthcare landscape for both private organizations and major national players. As certified minority-owned businesses, both IMO and MCC bring diverse perspectives and innovative approaches to healthcare management, further enhancing our ability to address the varied needs of the communities we serve.

Together, we've combined our unique strengths to create a powerful alliance dedicated to guiding individuals through the complexities of healthcare and integrating touchpoints to identify clear pathways toward optimal health.

Our partnership leverages IMO's extensive experience in complex case management and provider engagement with MCC's proven success in member advocacy and care coordination. This collaboration allows us to offer a seamless continuum of support services that address the full spectrum of healthcare navigation needs—from initial symptoms through diagnosis, treatment, and beyond. By working directly with members, providers, and health plans, TouchPoint Pathways ensures that care is coordinated, timely, and tailored to each individual's unique needs.



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