THATCH

Need help?

Get support by chat, email, or phone.

CHAT WITH US

Sign in and use the Help button

- Sign in to Thatch.
- Click the **Help** button to open **Ask Thatch** and start a chat.
- Tell us what you need help with.
- **Prefer a phone call?** Ask for a callback.

OR

EMAIL US

Send us an email

Email
support@thatch.com

Subject line
What you need help with

- Share the details. The more context, the better — it helps us get it sorted faster.
- **Prefer a phone call?** Ask for a callback.

What to expect if you request a call

We make calls Monday to Friday, 9 a.m. to 8 p.m. ET.

If it's urgent

If something is affecting your access to care, we'll prioritize getting back to you as quickly as possible.

Everything else

We aim to call you back within one business day. Some days are busier than others, so it may take a little longer — but we'll get to you as fast as we can.