THATCH

Thatch Member Support

Where to go for questions, scheduling time with our licensed advisors, and much more.

Thatch is your health benefits administrator

Because your health insurance belongs to you, any questions or changes must come directly from you. There are two reasons for this, and both come down to taking good care of you. The first is privacy — policy conversations often involve personal health information, so we only share those details with you unless you say it's okay to include your HR representative. The second is that coverage decisions really matter for you and your family, so we need to confirm that the requested change or question came from you.

Find answers fast

TOPIC	WHAT TO DO
Enrolling on Thatch for the first time	When it's time to enroll on Thatch, you'll get an email from hello@thatch.com*. Sign up using the link in your invitation email.
Questions about health insurance	**Ask Thatch** is here to help! Just look for the help button in the lower right corner of your screen.
Help choosing a plan	To schedule time with our licensed advisor team, click the **Ask Thatch** help button, select **Home**, and choose "I need help deciding between plans" to schedule a video call.
Managing your benefits on Thatch	Log in to your **Thatch dashboard** to review your enrollment status, check on payments, make changes to your plan, and much more.
For everything else	Tell **Ask Thatch** what you need. If answers aren't immediately available, request an email or callback, and a member of our support team will reach out. You can also find us at support@thatch.com.

*This email address is used for outgoing messages only and is not monitored for replies. If you have questions, please contact support@thatch.com.