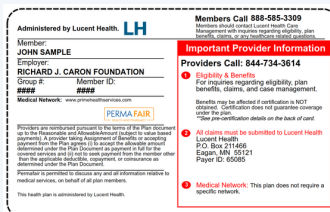
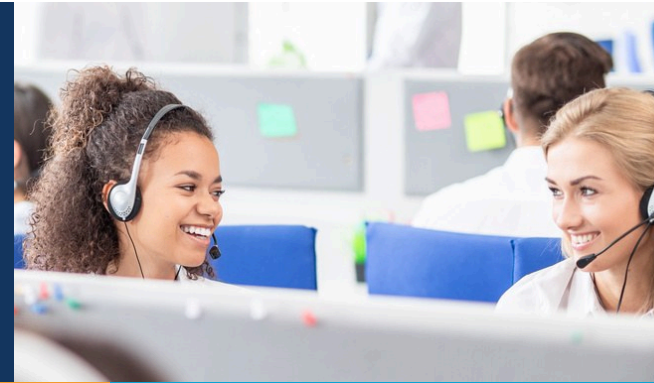


YOUR SUPPORT TEAM · LUCENT HEALTH & PERMA FAIR

# One Card. One Number. Two Teams Here to Help You.

Your Care, Our Priority.



**START HERE**

## Call the Member Phone Number on your Benefits ID Card

Lucent Health answers your call.

**STAY ON THE LINE**

**SELECT OPTION 2**



**CLAIMS ADMINISTRATOR**

### Call for information

- Eligibility, benefits and coverage
- Claims status and EOBs
- Benefits ID Cards and the member app
- Reimbursement claims and vision
- Prior authorization status
- Clinical programs



**MEMBER EXPERIENCE ADVOCACY**

### Call when something gets in the way

- Offices that don't recognize your plan
- Trouble scheduling an appointment
- Being asked to pay more than your copay
- Scheduling new provider appointments or transferring records
- Provider access solutions
- Bills you don't understand, or collection notices

**Need Help?**

Call the Member Phone Number on your Benefits ID Card and **select Option 2** for PERMA FAIR.