

Lucent Health Tips:

Your Guide to Smarter Health Benefits



Remember to register on the MyLucentHealth.com member portal!

The MyLucentHealth portal allows members to view and maintain health plan information*. With the MyLucentHealth member portal, members can...

- View claims
- View Explanation of Benefits
- View and print your ID card information
- Access plan forms and documents
- Search for a provider

A screenshot of the MyLucentHealth.com member portal. The interface has a blue header with navigation links: Home, My Coverage, Claims, Contact Us, Find a Provider, and Forms. Below the header, there's a 'Welcome' section with a personalized message. To the right is a 'Quick Links' section with links to 'Frequently Asked Questions (PDF)', 'View / Print ID Card', 'Grant / Deny Access to My Account', 'PBM', and 'PHCS'. Below that is a 'Contact Your Plan' section with contact information for Mon-Thurs (7:30am - 4:30pm CST) and Fri (7:30am - 4:00pm CST), both with the phone number (800) 411-3650. The main content area features a 'Coverage Summary' table with fields for Member ID, Member Name, Effective Date, Term Date, Group Name, Group Number, and Status. Below the table is a 'View Full Eligibility' button. At the bottom, there's a 'Recent Claims' section with a table header including Claim Number, Member, Service Date, Total Charges, My Responsibility, Provider, and Claim Status.

**Please note, spouses and dependents over the age of 18 must create their own logins*

Your Health Concierge

877-214-2105

For inquiries regarding eligibility, plan benefits, claims, or any healthcare related questions, members should contact the Concierge team at the above number or by emailing concierge@lucenthealth.com.

The Concierge team is available Monday-Friday from 7am-7pm CST.

