



Lucent Health

DATA DRIVEN + HUMAN FOCUSED



CONCIERGE

Complex Care

MANAGEMENT

Complex Care Management (CCM)

Lucent Health's commitment to managing healthcare quality and cost is best supported by our Complex Care Management services, with Concierge Care, powered by Narus Health. Our highest tier of care management services includes:

- Complex Care Management (CCM) for the most medically vulnerable members
- Concierge Care, unlimited member access to a care team to navigate your benefits
- CORE, Continuous Observation, Reporting, and Enrollment is fundamental to the success of the CCM program

Complex Care Management (CCM)

CCM services focus on the most medically vulnerable members who likely need ongoing support for chronic, often irreversible medical conditions.

CCM services provide members a dedicated/interdisciplinary care team which includes a nurse care manager and care coordinator. CCM is delivered via proprietary technology and a mobile application, allowing detailed reporting for employers.

CCM enrolled members have access to a care team 24/7/365. No calls are outsourced.



FEATURES

- Proprietary member risk assessment
- 24/7/365 access for enrolled CCM members
- Dedicated interdisciplinary care team
- Includes Large Case Management (LCM) services

Concierge Care



Adult members have access to our Concierge Care program, our highest level of personal attention and response time to members, to provide:

- One number to call to answer all their healthcare questions
- Answers to questions about insurance, explanation of benefits (EOB), balance bills or eligibility
- Help coordinating medical appointments and establishing new providers
- Assistance with community resources needed for psychosocial needs, including financial needs and caregiver support
- Answers to general clinical and pharmaceutical questions



FEATURES

- **Dedicated, total member assistance product applicable to all insurance plan types**
- **One number for all healthcare related needs**
- **Unlimited access to care team via phone or MPOWER™ mobile app**
- **Calls are automatically prioritized and responded to the quickest**
- **Proactive referrals to LCM or CCM when appropriate**

CORE Services

CORE services is the engine behind our track record of superior attention to balancing the needs of members and employers. CORE technology provides daily analysis of all claims activity. Claims are assigned a risk score based on a proprietary algorithm.

Clients receive detailed monthly reports (including risk assessments) to provide visibility into the entire member population, but also detailed data on interactions with our Concierge Care team, including member issue resolution information, program utilization and other customized performance metrics.

All enrollment activity for the plan is covered, including:

- Continuous data analytics of all eligible lives
- Member risk stratification
- Manual claims review of all at-risk cases
- Detailed monthly reporting
- All enrollment services covered
- MPOWER™ mobile app for adult members
- Custom reporting available