



# The Lucent Difference: *Proactive Healthcare Powered by Data Analytics*

Discover the Lucent Health difference: a unique way of analyzing data to provide proactive care. This creative approach ensures that health plan members get the care—and patient experience—that they need, even as it controls costs.

## The Lucent difference is built on:

- An internal care management team that meets patients where they are
- Timely sharing of data among all parties involved in a patient's care
- The use of that data to deliver compassionate, human-focused care

**Data holds it all together.** The best healthcare is integrated, and shared data is the glue that holds it together. Actionable clinical, personal and social information produces a fuller picture of each individual. This enables an interdisciplinary care team to build the right care plan, from the birth of a claim through treatment and follow-up, while keeping the member educated and engaged.

**Care management means targeted outreach and timely interventions.** Superior care management finds answers to healthcare challenges, even the ones lurking beneath the surface. Lucent Health's data feed, refreshed nightly, ensures timely responses and interventions. Members are matched with the clinician they need. By focusing on prevention, Lucent reduces unnecessary ER visits and hospitalizations. This proactive approach spotlights opportunities to go above and beyond in meeting members' needs—addressing, for example, any social determinants affecting their well-being.

Our rich trove of data has helped us expand our services in areas such as behavioral health and maternity. Complementary partners such as Youturn Health (peer-to-peer counseling) and the Medefy mobile app (our digital front door) provide added value.

**4.6**

Member Satisfaction  
(out of 5)

**40-45%**

Engagement Rate  
(for the top 10%  
high claimants)

**94%**

Client Retention Rate

**8:1**

ROI  
(for members engaged  
in a Narus program)

Introduce your clients to Lucent Health's care management, powered by Narus Health.