

Dear Provider,

Missouri Educators United Health Plan (MEUHP) utilizes Lucent Health to administer their health plan for the MEUHP members. In addition, MEUHP has partnered with Aetna for PPO network services.

We are aware that certain medical providers selected by the MEUHP have experienced difficulty verifying benefits and submitting claims properly under their Lucent Health Solutions, LLC, employer sponsored medical benefit plan. To assist providers and their administrative staff, Lucent Health Solutions, LLC ("Lucent") is providing the information below.

**Providers - Please note MEUHP members utilize Aetna as the preferred provider network, verification of benefits and member eligibility cannot be performed by Aetna. Claims for Lucent members including the MEUHP should not be sent to Aetna directly.** The MEUHP plan administrator is Lucent Health. Providers and/or their staff may verify or manage benefits with Lucent Health by:

- Calling (877) 214-2109 (press option 2 and then option 2) or visiting [www.lucenthhealth.com/naa](http://www.lucenthhealth.com/naa)
- Calling (877) 499-1774 (precertification requests) or visiting [www.lucenthhealth.com/precert](http://www.lucenthhealth.com/precert)

Medical Claims for all MEUHP members must be sent to:

Health2Business  
P.O. Box 21599  
Eagan, MN 55121  
Payer ID: 55213

Since the plan is being administered by Lucent Health and not Aetna directly, any claims mailed to any incorrect address other than the one above will result in claims being rejected or denied by the network.

**If you have any questions or need additional assistance regarding benefit verification, admission or billing processes, please call (877) 214-2109. Lucent is here to help.**

Sincerely,  
Lucent Health