

Lucent Health Tips:

Your Guide to Smarter Health Benefits



Integrated, Compassionate Member Care

powered by Lucent Health Care Management

How does Case Management work?

Case Management is a service where a team of medical professionals hold your hand throughout your medical journey. Utilizing case management services is completely voluntary. A medical professional is assigned to you and is the person who helps you navigate the plan, working with providers to assist with scheduling and pre-authorization issues. Case Management is available through Lucent Health's Concierge Care program.

How does Lucent Health Care Management work?

Upon notification of your diagnosis, Lucent Health's enrollment team will be doing outreach to members who they believe could benefit most from case management - the caller ID will show **(615) 610-9194**. Check your spam blocker settings to be sure you don't miss the call. If you don't receive a call and you wish to talk about the benefits of Case Management, reach out to the team by calling the number below. Save the Lucent Health Care Management phone number (listed below) to your contacts so you can know they're calling. Our team of clinical nurses specialize in a variety of categories such as:

Diabetes Care

Maternity Care

(through our Healthy Beginnings maternity program)

Oncology Care

Transplant Care

Specialty Pharmacy

(through Lucent Health SpecialtyRx)

Behavioral Health Care

Don't hesitate to call Lucent Health with any questions or issues you might have.

Your Health Concierge

888-201-4066

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.

