

# Lucent Health Tips:

## Your Guide to Smarter Health Benefits

### Concierge Care

*Powered by Lucent Health Care Management*



**Concierge Care** helps members navigate the complexities of healthcare, all through one number. We work for you and coordinate your care needs with your doctors, caregivers and pharmacists.



- Finding a doctor, specialist, or facility near you
- Answering medication questions
- Getting assistance navigating provider issues
- Requesting a new or replacement ID card
- Answering questions about copays and claims
- Reviewing a bill or explanation of benefits (EOB)
- And more!

With one dedicated number, you get direct help navigating the complexities of healthcare, from insurance-related concerns to general clinical questions. Concierge member calls are automatically prioritized and responded to quickly. Each issue is assigned, tracked and resolved by an individual care team member.

#### 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](mailto:concierge@lucenthealth.com).

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

