

# Lucent Health Tips:

## Your Guide to Smarter Health Benefits

### Diabetes Case Management

*Powered by Lucent Health*

Lucent Health offers personalized diabetes education and care management services to help members better understand and manage their condition. Our goal is to support healthier lifestyles, improve blood glucose control, and reduce diabetes-related complications.

Our Diabetes Case Management team partners with members to create individualized care plans, provide nutrition and medication guidance, and empower them with tools for lasting self-management success.

#### How it Works

Members are enrolled in the program and receive an initial health assessment, followed by ongoing support from a Certified Diabetes Care and Education Specialist (CDCES). The specialist helps set achievable health goals, provides evidence-based education, and supports members in understanding their medications, blood glucose monitoring, and healthy eating habits.

Patients are contacted regularly to assess progress and address any barriers to care. Our specialists use digital tools to promote continuity, consistency, and high-quality support throughout the member's diabetes journey.

#### Diabetes Case Management

For members identified with pre-diabetes, uncontrolled diabetes, multiple medications, or hospitalizations, Lucent Health provides enhanced case management and coordination. The goal is to help reduce preventable hospital visits and ensure the most effective, person-centered care. Our team works closely with providers to bridge gaps in care while giving members continuous education and emotional support to improve quality of life.



#### Your Health Concierge

# 833-627-8744

To enroll in the Lucent Health Diabetes Care program, members should contact Lucent at the above number.

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

