

Lucent Health Tips:

Your Guide to Smarter Health Benefits



Remember to register on the MyLucentHealth.com member portal!

The MyLucentHealth portal allows members to view and maintain health plan information*. With the MyLucentHealth member portal, members can...

- View claims
- View Explanation of Benefits
- View and print your ID card information
- Access plan forms and documents
- Search for a provider

A screenshot of the MyLucentHealth.com member portal. The top navigation bar includes links for Home, My Coverage, Claims, Contact Us, Find a Provider, and Forms. The main content area is titled "Welcome" and provides a brief overview of the portal's features. Below this is a "Coverage Summary" section with a table of member information. To the right is a "Quick Links" section with icons for frequently asked questions, ID card, account access, PBM, and PHCS. Below that is a "Contact Your Plan" section with contact information for health plan questions. At the bottom is a "Recent Claims" section with a table of claim details.

Coverage Summary	
Member ID: 6666666600	Member Name: Sam Jones
Effective Date: N/A	Term Date: 12/31/9999
Group Name: Demo Group	Group Number: 300
Status: Full-Time Active Employee	

Quick Links	
Frequently Asked Questions (PDF)	
View / Print ID Card	
Grant / Deny Access to My Account	
PBM	
PHCS	

Contact Your Plan	
For questions or comments you can contact your health plan at:	
Mon - Thurs, 7:30am - 4:30pm CST	(800) 411-3650
Fri, 7:30am - 4:00pm CST	(800) 411-3650

Recent Claims						
Claim Number	Member	Service Date	Total Charges	My Responsibility	Provider	Claim Status

**Please note, spouses and dependents over the age of 18 must create their own logins*

Your Health Concierge

888-585-3309

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.

