How to Register and Use the Lucent Health UM Portal

Registering for the Lucent Health UM Portal

STEP 1

Go to lucenthealth.com/providers to open the Providers page

STEP 2

Scroll to the bottom of the page to find the Precertification section

STEP 3

Click Submit Precert Online, then click Register on the login screen

STEP 4

Fill out the registration form and click Register

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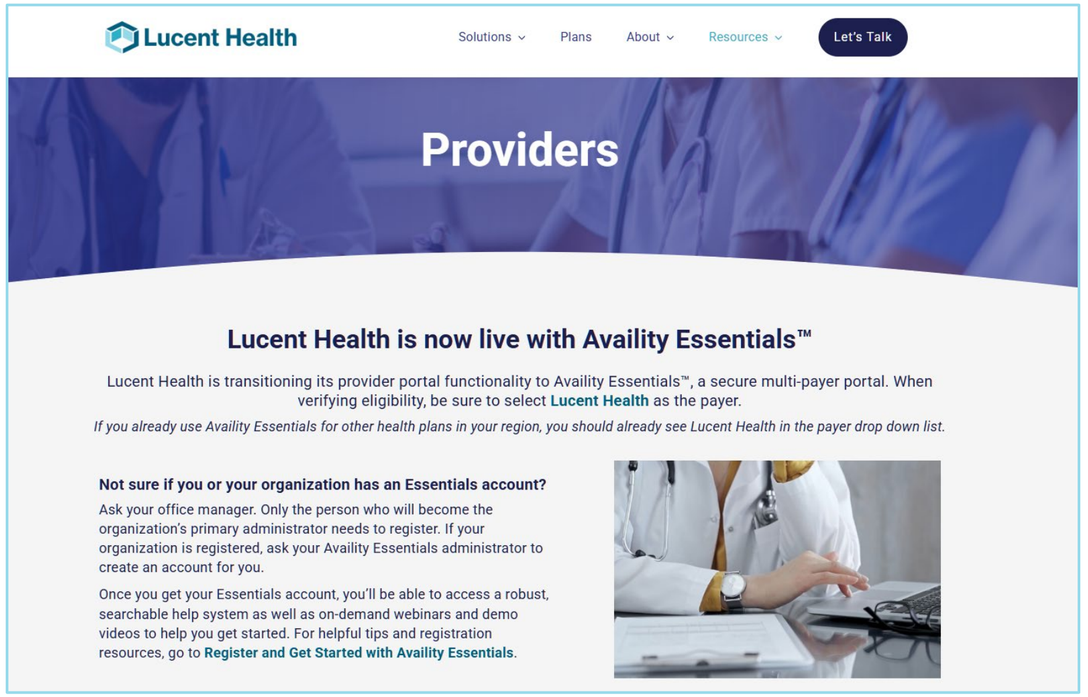
Registering for the Lucent Health UM Portal

STEP 1

Go to the Providers page

- In your browser, go to **lucenthealth.com/providers**
- This opens the Lucent Health Providers page
- When verifying eligibility, select Lucent Health as the payer

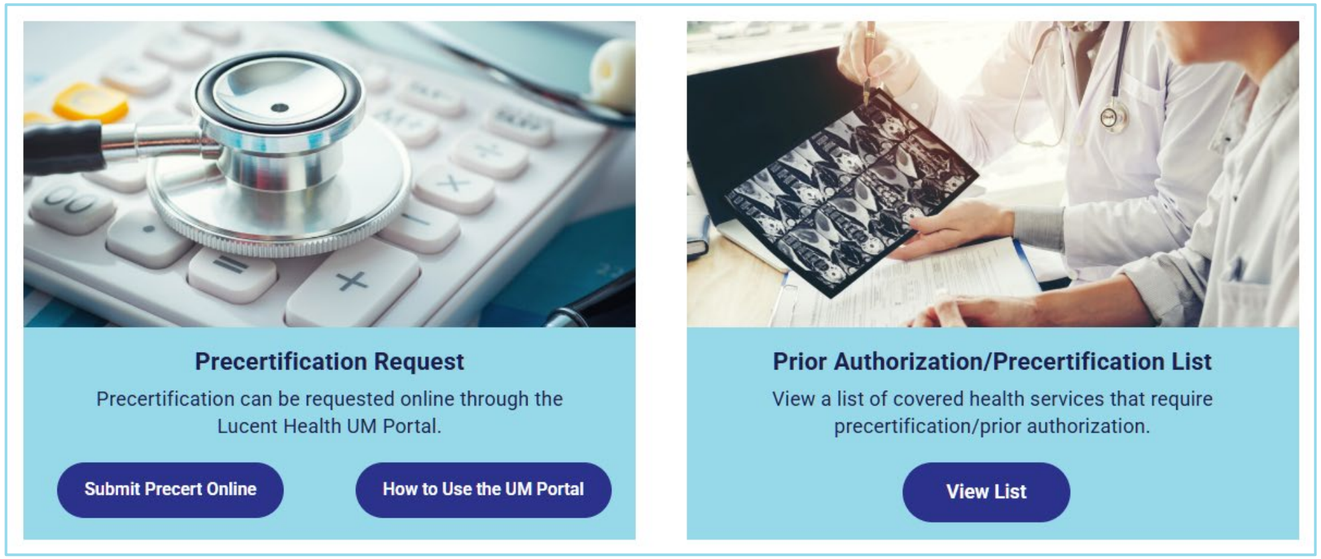


Registering for the Lucent Health UM Portal

STEP 2

Scroll to the bottom of the page

- Scroll down until you see the Precertification Request section
- **Submit Precert Online** is where you request precertification
- Use **View List** to see services that require prior authorization



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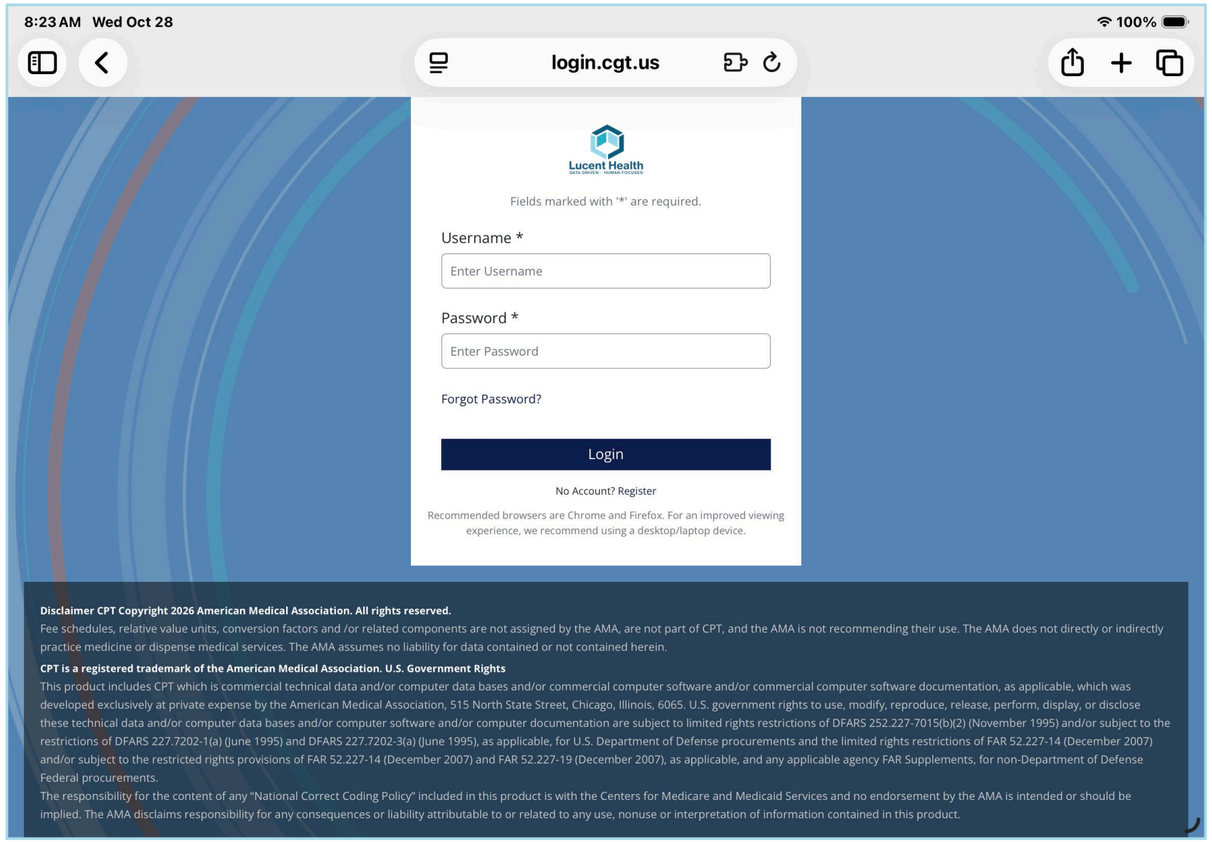
Registering for the Lucent Health UM Portal

STEP 3

Click Submit Precert Online

- Clicking Submit Precert Online opens the Lucent Health login screen
- **New users:** click Register at the bottom of the login box
- **Returning users:** enter your username and password

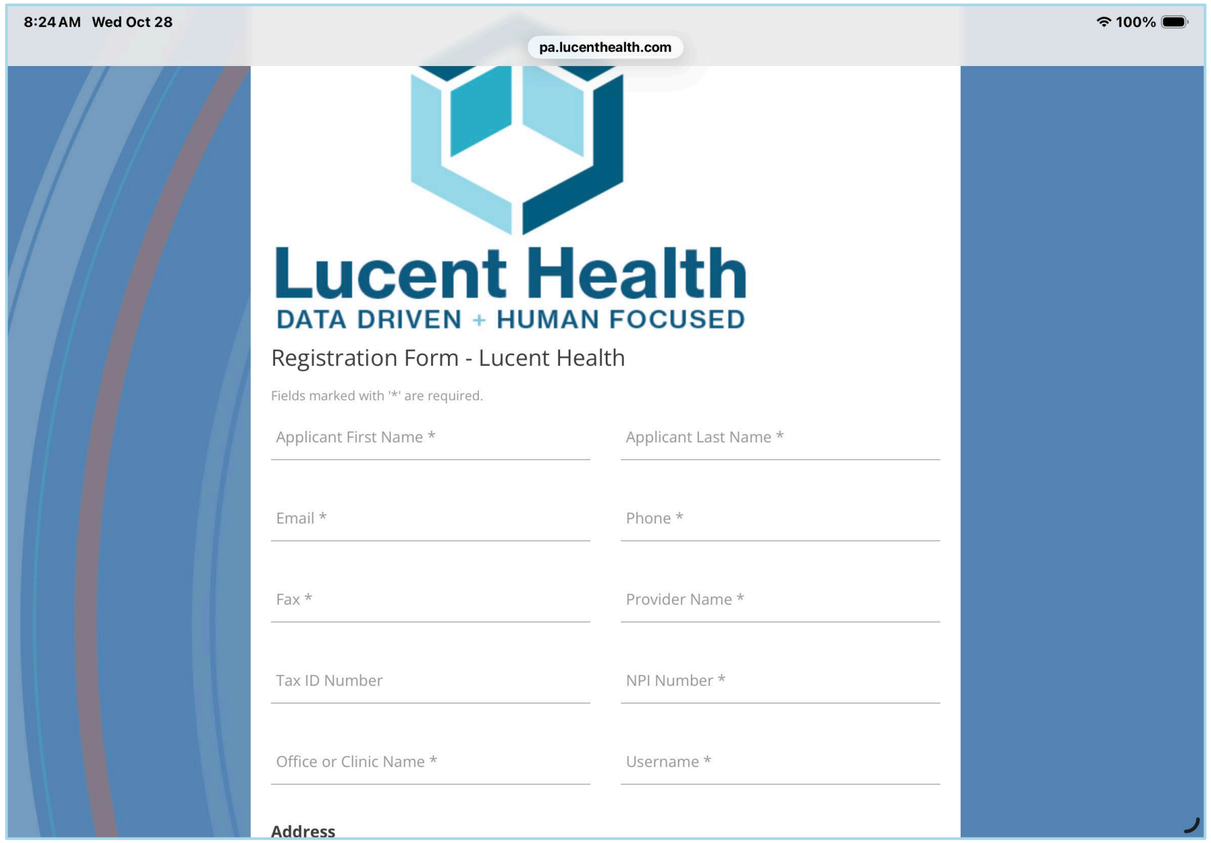


Registering for the Lucent Health UM Portal

STEP 4

Complete the registration form

- Clicking **Register** opens the registration form
- Enter your name, email, phone, fax, provider name, and NPI number
- Add your office or clinic name and choose a username
- Fields marked with * are required



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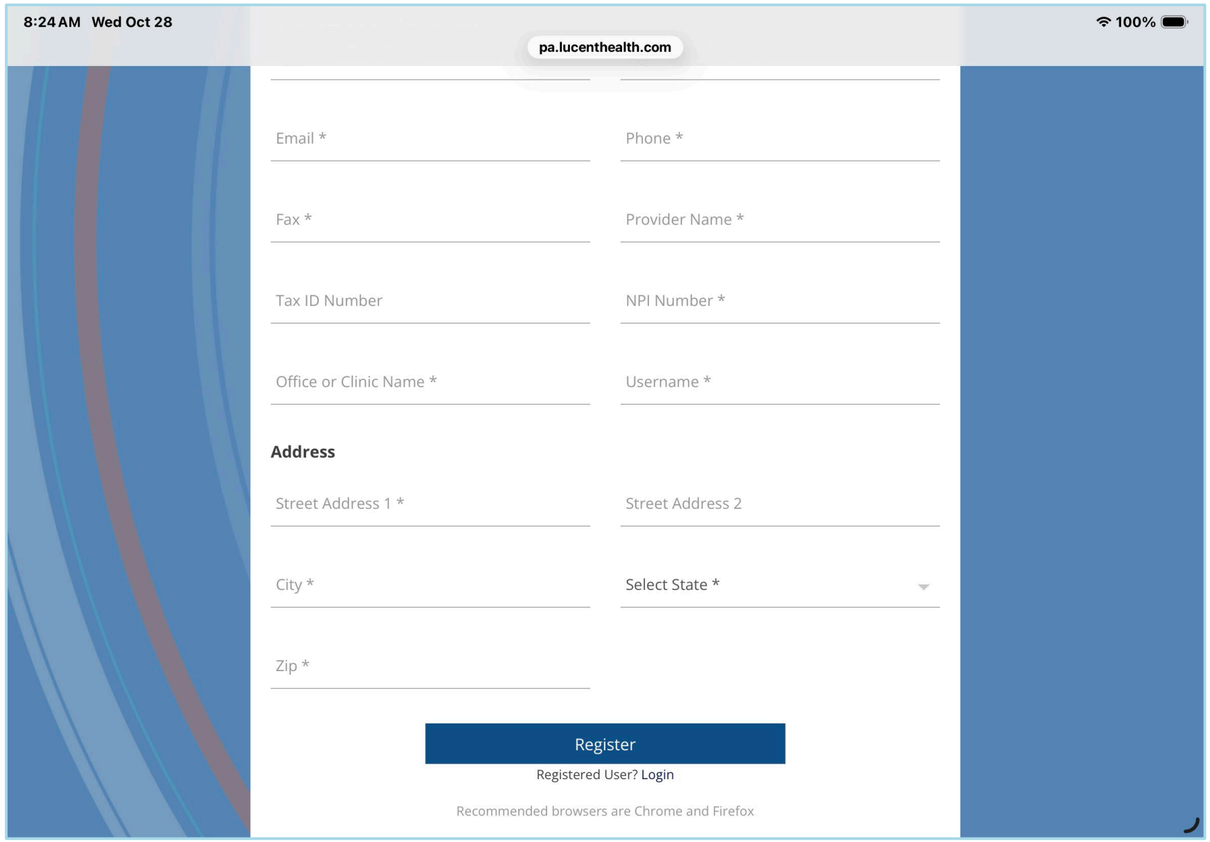
Registering for the Lucent Health UM Portal

STEP 4

Enter your address and register

- Scroll down and enter your street address, city, state, and zip
- Street Address 2 is optional
- Click **Register** to submit the form



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After You Register

- Your registration goes to Lucent Health Administration for approval
- Once approved, you will get an email saying your registration is complete
- Check your junk folder – the registration email sometimes lands there

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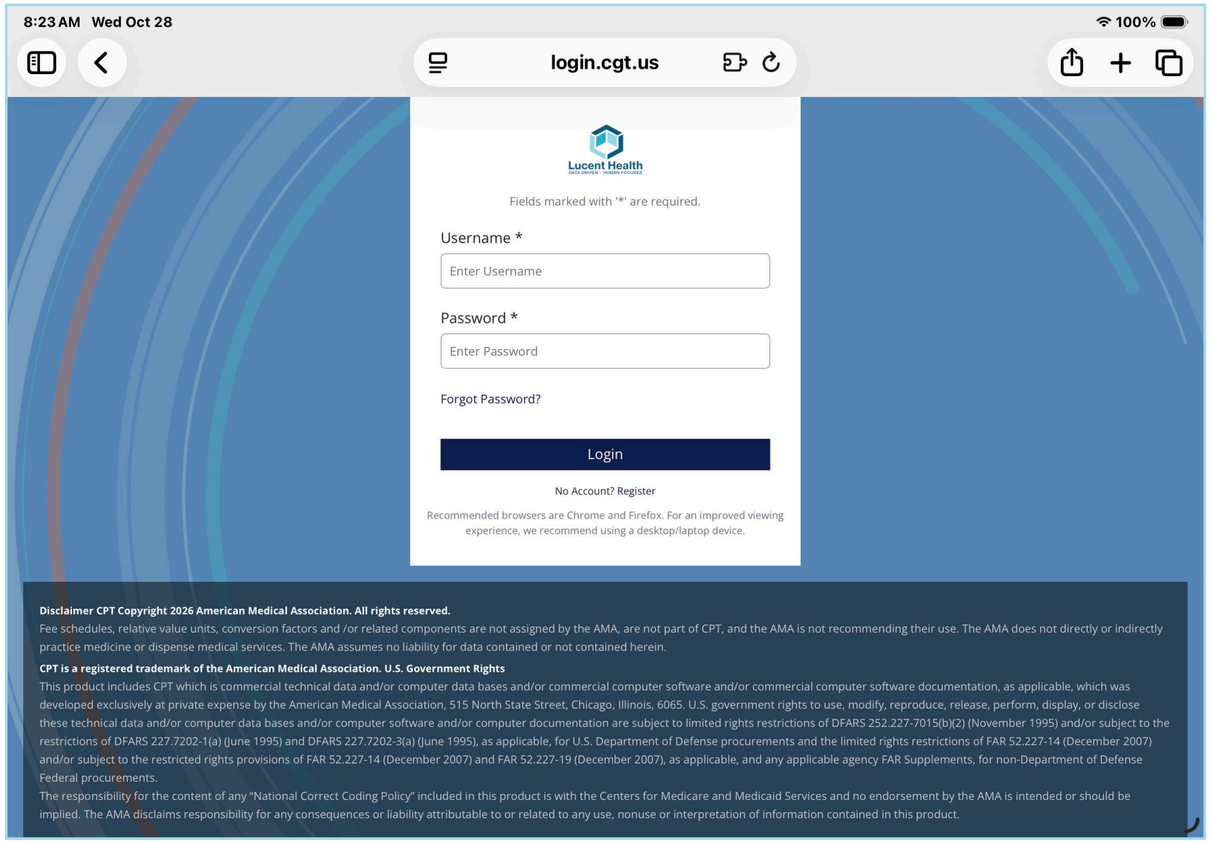
Using the Lucent Health UM Portal

STEP 5

Log back in once approved

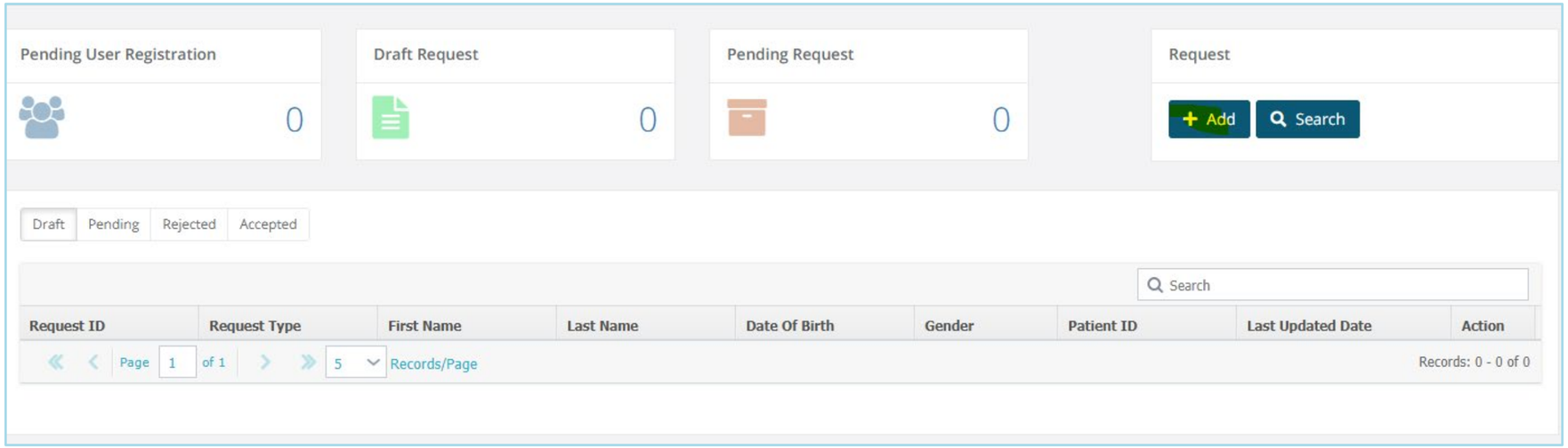
- Go back to lucenthealth.com/providers
- Click **Submit Precert Online** again
- Log in with your username and password



Using the Lucent Health UM Portal

STEP 6

Start a new request from your dashboard



- Click **Add** in the upper right corner to start a new request
- Your dashboard tracks Draft, Pending, Rejected, and Accepted requests

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Submitting a Request

STEP 1

Select Inpatient or Service/Procedure Authorization Request

STEP 2

Complete all fields marked with a red *

STEP 3

Attach clinicals one file at a time. EMR can be one file; imaging and labs upload separately

STEP 4

Click Submit

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After You Submit

- You will get an email reply once a decision is made or your request is rejected
- Log in and view the decision from your dashboard
- A rejected case is not a denial. We reject cases that do not need an authorization

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Access Issues?

- If you still have issues accessing the portal after these steps, contact your internal IT department
- Your organization may have the website blocked
- IT will need to give permission to access the portal

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