

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 is blue with white text links: Home, My Coverage, Claims, Contact Us, Find a Provider, and Forms. Below the navigation bar is a "Welcome" section with a message: "Welcome to your personalized online health plan resource. You will find information about your medical benefit information, coverage, claims, providers, download forms, print ID card and more!". To the right of the welcome message is a "Quick Links" section with links: "Frequently Asked Questions (PDF)", "View / Print ID Card", "Grant / Deny Access to My Account", "PBM", and "PHCS". Below the quick links is a "Contact Your Plan" section with contact information for Mon - Thurs (7:30am - 4:30pm CST) and Fri (7:30am - 4:00pm CST), both with the phone number (800) 411-3650. On the left side of the portal is a "Coverage Summary" table with the following information: Member ID: 6666666600, Member Name: Sam Jones, Effective Date: N/A, Term Date: 12/31/9999, Group Name: Demo Group, Group Number: 300, and Status: Full-Time Active Employee. Below the table is a "View Full Eligibility" button. At the bottom of the screenshot is a "Recent Claims" table with columns: Claim Number, Member, Service Date, Total Charges, My Responsibility, Provider, and 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.

