

YOUR SUPPORT TEAM · LUCENT HEALTH & PERMA FAIR

One card. One number. Two teams here to help you.

*Your Care, Our Priority.*Administered by Lucent Health **LH****HEARTSHARE HUMAN SERVICES OF
NEW YORK**

Member Name · Member ID

Member Number: on the card
Provider Number: on the card**PERMA FAIR****START HERE**

Call the Member Number on your Benefits ID Card

Lucent Health answers your call.

STAY ON THE LINE**SELECT OPTION 2** **Lucent Health****CLAIMS ADMINISTRATOR**

Call for information

- Eligibility, benefits and coverage
- Claims status and EOBs
- ID cards and the member app
- Reimbursement claims
- Prior authorization status
- Clinical programs

PERMA FAIR**MEMBER EXPERIENCE
ADVOCACY**

Call when something gets in the way

- Offices that don't recognize your plan
- Trouble scheduling an appointment
- Being asked to pay more than your copay

Need Help?Call the Member Number on your Benefits ID Card and **select Option 2** for PERMA FAIR.