

Lucent Health Tips:

Your Guide to Smarter Health Benefits

Concierge Care

Powered by Lucent Health Care Management

HEARTSHARE

Concierge Care helps members navigate the complexities of healthcare, all through one number. We work for you and coordinate your care needs with your doctors, caregivers and pharmacists.



- Finding a doctor, specialist, or facility near you
- Answering medication questions
- Getting assistance navigating provider issues
- Requesting a new or replacement ID card
- Answering questions about copays and claims
- Reviewing a bill or explanation of benefits (EOB)
- And more!

With one dedicated number, you get direct help navigating the complexities of healthcare, from insurance-related concerns to general clinical questions. Concierge member calls are automatically prioritized and responded to quickly. Each issue is assigned, tracked and resolved by an individual care team member.

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.

