

**Your Narus Health
Concierge:**

Call 888-585-3309

Concierge Care

Narus Health's Concierge Care program helps you navigate the complexities of healthcare. Narus works for **you** and coordinates **your care needs** with doctors, caregivers and pharmacists.

Members get a dedicated phone number and can talk to a care team member

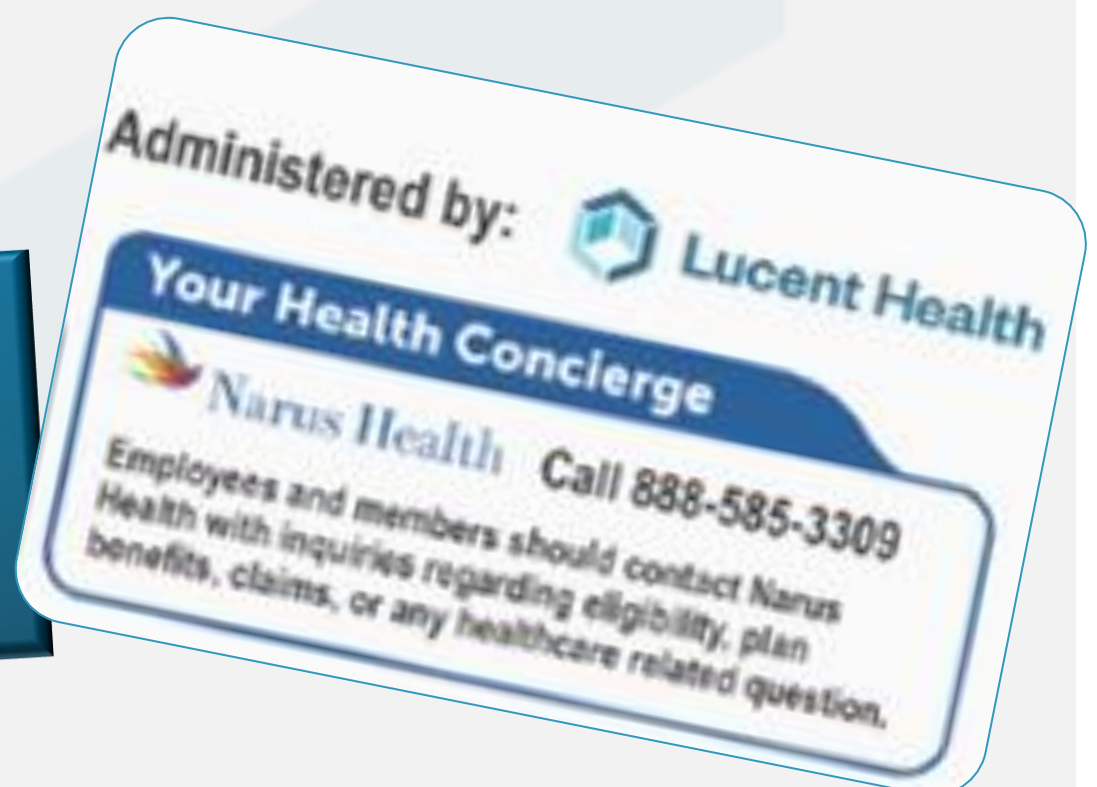
Monday – Friday from 7 a.m. to 7 p.m. CST to get direct help with various healthcare-related needs.

Members have access to the Narus Health Concierge Care team to:

- Find a doctor or specialist
- Discuss a health concern
- Schedule an office visit
- Get help with a bill or explanation of benefits (EOB)
- Request a medication refill
- Verification of Benefits (VOB)
- Ask questions about co-pays and claims
- Request a cost estimate for an upcoming procedure
- Get assistance with various provider issues (e.g. list of network providers, scheduling appointments, providing VOB, nominate provider for network, etc.)
- Find a facility that will accept Lucent Health-contracted insurance benefits
- Navigate pre-certification issues
- Get support when a facility pushes back on accepting coverage
- Coordinate with Lucent Health resources to conduct payment at point of service
- Request a new or replacement ID card

❖ Narus is available to respond to plan member needs securely and confidentially

❖ Narus has direct access to internal Lucent Health resources to help resolve matters efficiently and effectively



“ Thank you for helping me understand my co-pay and deductibles – I was afraid my child would have to go without a diagnostic test due to the cost. Not only did you contact the facility to find out how the testing would be billed, but finding a charity program to help reduce my out of pocket cost reduced my stress so much