

# Care at Your Fingertips

Narus Health's Concierge Care program helps members navigate the complexities of healthcare. We work for you and coordinate your care needs with your doctors, caregivers and pharmacists.



Our Concierge Care Team is available Monday-Friday from 7 a.m. to 7 p.m. to respond to members' healthcare-related needs securely and confidentially via phone or secure mobile text messaging.

## How can we help you today?

- **Download our free mobile app.**
- **Use our self-enrollment instructions on the back.**
- **Once enrolled, message our care team to get started!**

The Concierge Care program is designed for direct member engagement—the Care Support Team is available to respond to plan members' needs securely and confidentially, reaching out via phone or mobile text messaging. The Care Support Team also has direct access to internal Lucent Health resources to help resolve matters efficiently and effectively.

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

- Find a doctor or specialist
- Discuss a health concern
- Get help with a bill or Explanation of Benefits (EOB)
- Request a medication refill
- Ask questions about co-pays and claims
- Get assistance with various provider issues
- 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 scheduling
- Request a new or replacement ID card

# Self-Enrollment Instructions

Follow this step-by-step guide to download our mobile app and connect with your Concierge Care team:

1

Download the free app.

This is available to users in the Apple Store or Google Play. Scan the code for a direct link.



2

**Enroll.**  
Click "Enroll now."

3

**Enter details.**

Enter last name, date of birth, email, Social Security number (last 6 digits) and the Member ID from your insurance card, and click "Send."

4

**Finalize.**

Check your email to finalize enrollment. Click "Finish Enrollment" to be redirected to the Narus Health app.

5

**Set password.**

Your password must be at least 8 characters and must contain an uppercase letter, a lowercase letter and a number.

6

**Connect.**

Once connected, you may securely message the Care Support Team to assist with:

- Finding a doctor or specialist
- Discussing a health concern
- Getting help with a bill or Explanation of Benefits (EOB)
- Requesting a medication refill
- Asking questions about co-pays and claims