



Your Narus Health Concierge:
Call 888-585-3309

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 and 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
- 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 (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 scheduling
- Request a new or replacement ID card

The Concierge Care Program

is designed for direct member engagement—the Care Support Team is available to respond to plan member needs securely and confidentially, as they reach 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.

Concierge:

Member #: **888-585-3309**

Website: **www.narushealth.com/concierge**