

# Online Employee Manual



**Lucent Health**

HUMAN FOCUSED + DATA DRIVEN

*See Health Benefits in a New Light*

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## Recommended Browsers

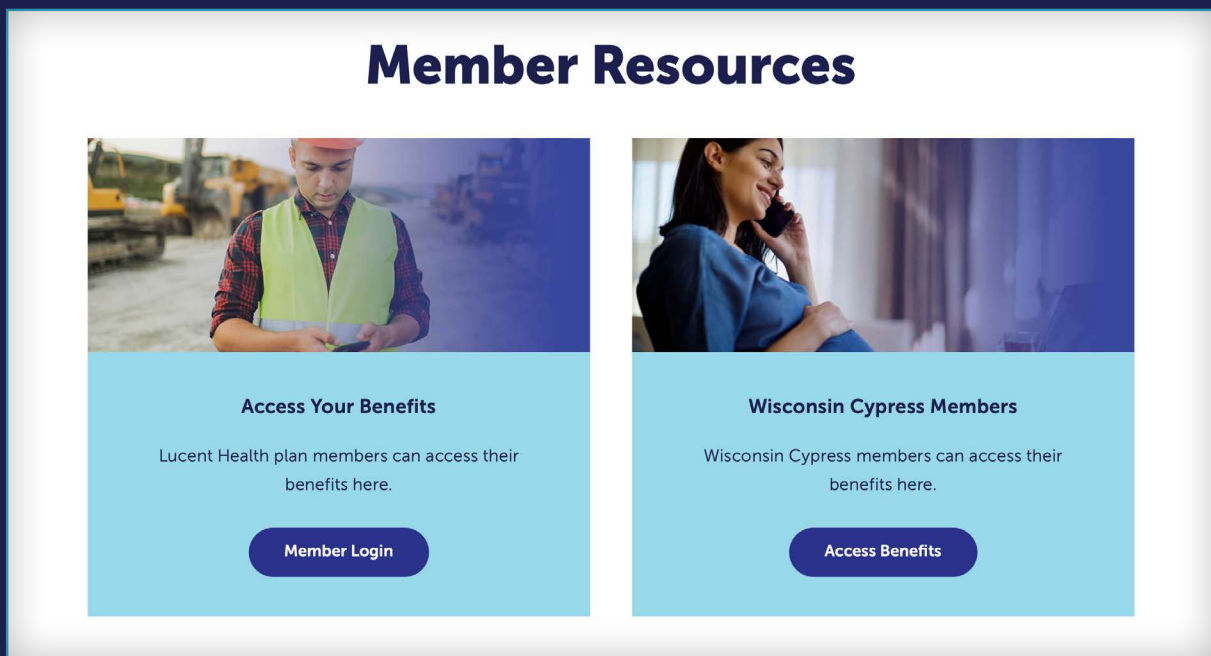
Supported Browsers Include:

- **Microsoft Edge**, version 38.14393.0.0 or later  
Download **Here**
- **Google Chrome**, version 53.0.2785.116 or later  
Download **Here**
- **Firefox**, version 50.1.0 or later  
Download **Here**

## Logging Into the System

Browse the website: <https://lucenthealth.com/members/>

Scroll toward the middle of the page to the header with “Member Resources.” For regular members, click the “Member Login” button under “Access our Benefits.” For Wisconsin members, click on the “Access Benefits” button under “Wisconsin Cypress Members.”




**Member Resources**

**Access Your Benefits**  
Lucent Health plan members can access their benefits here.  
[Member Login](#)

**Wisconsin Cypress Members**  
Wisconsin Cypress members can access their benefits here.  
[Access Benefits](#)

Enter your Username and Password in the Login screen.

  
**Lucent Health**

### Login

Username

Password

Remember Me

[Having trouble signing in?](#) [Login](#)

**Note:** Password is case sensitive

**Your login credentials will be:**

- Username: First 4 characters of your first name, first 12 characters of your last name (as it appears on your ID card), and your year of birth (YYYY)
- Temporary Password: Full date of birth (MMDDYYYY)

**NOTE:** All users will be prompted to update their password on the initial login.

**Support:** If you experience issues logging in, please contact Lucent Health with the customer service number found on your ID card.

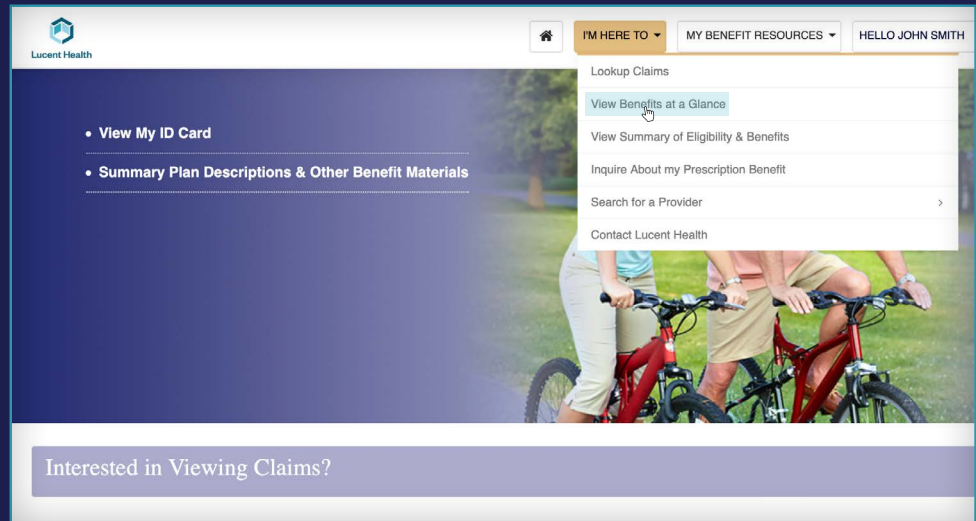
**Supported Browsers include:**

- Microsoft Edge, version 38.14393.0.0 or later  
[Download here LINK](#)
- Google Chrome, version 53.0.2785.116 or later  
[Download here LINK](#)
- Firefox version, 50.1.0 or later  
[Download here LINK](#)

*Disclaimer: Lucent Health Online is customized to your benefit offerings with Lucent Health. You will only see menu options that are available to you.*

# Welcome to Lucent Online:

Lucent Health Online is our web portal that offers a centralized area for clients and members to access their Lucent Health Products & Services.



## "I'm Here to ..."



### ■ Look Up Claims

- Under the **I'M HERE TO** tab select Look Up Claims to view your claims and other dependents' claims.

### ■ View Summary of Eligibility & Benefits

- Under the **I'M HERE TO** tab select View Summary of Eligibility & Benefits, then click Next on the far-right side of the screen to view your current coverage.
- If you are using Google Chrome, there will be a PDF document that will pop up in the lower left-hand corner of your screen. If not, please try a different internet browser.

*continued on next page*

## "I'm Here to ..."

### ■ Inquire About my Prescription Benefit

- Redirects you to your Prescription Benefit Manager (PBM).

### ■ Search for Provider

- Ability to search for a network provider.

### ■ Contact Lucent Health

- Secure messaging tool to contact Lucent Health staff.

The screenshot displays the Lucent Health website interface. At the top left is the Lucent Health logo. The top right navigation bar includes a home icon, a dropdown menu labeled "I'M HERE TO", a dropdown menu labeled "MY BENEFIT RESOURCES", and a user profile labeled "HELLO JOHN SMITH". Below the navigation bar, there are links for "Home" and "Discussion forum". The main content area is titled "Contact Us" and contains a form with the following fields:

- Subject \***: A text input field containing the word "Question".
- Category \***: A dropdown menu with the text "Select Question Category".
- Question \***: A large text area containing the text "Question Details".
- Upload a File**: A file upload button labeled "Choose Files" with the text "no files selected" next to it.

At the bottom of the form is a dark button with a question mark icon and the text "Ask a Question". To the right of the form, a dropdown menu is open, listing the following options:

- Lookup Claims
- View Benefits at a Glance
- View Summary of Eligibility & Benefits (highlighted)
- Inquire About my Prescription Benefit
- Search for a Provider
- Contact Lucent Health

## Benefit Resources



### ■ View My ID Card

This is available only after your enrollment has been processed by Lucent Health and an ID card has been produced. To view or make a copy of your ID card, click on the submit button and "Open in New Window."

### ■ View Summary Plan Descriptions & Other Benefit Materials

This is available to view your final SPD and SBC's. We also have a Welcome to Lucent Online flyer and the Release of Protected Health Information form available.

## Acronyms/Descriptions

1. **TPA** – Third Party Administrator – A company like Lucent Health that has been hired to administer your benefits.
2. **PBM** – Prescription Benefit Manager – A company hired by an employer group to provide a wide range of prescription benefit programs that emphasize quality and cost effective solutions.
3. **COBRA** – Consolidated Omnibus Budget Reconciliation Act – These regulations allow employees to continue their benefits.
4. **COB** – Coordination of Benefits – This is what we refer to when a member is covered under more than one benefit plan, which may even include Medicare.
5. **FSA** – Flexible Spending Accounts – These are accounts set up on behalf of an employee that contain pre-tax dollars withheld from the employee’s payroll to cover two types of expenses: unreimbursed medical expenses (“URM”) or dependent care expenses (“CDA”)
6. **LuminX** – This is our primary processing platform for medical, dental, prescription and vision claims provided by Ebix Health from Pittsburgh, PA.