



Administered by: Lucent Health

**Member**

**Plan Name:**  
DUNN COMPANIES HEALTH PLAN  
**Group Number:** N06  
**Employee Name:**  
[REDACTED]  
**Employee ID Number:**  
[REDACTED]  
**Effective Date:** 01/01/2020  
**Medical Coverage:** Family

**Your Health Concierge**

Narus Health Call 888-585-3309  
Employees and members should contact Narus Health with inquiries regarding eligibility, plan benefits, claims, or any healthcare related question.

**Coverage**

Providers are reimbursed pursuant to the terms of the Plan Document up to the Reasonable and Allowable Amount (subject to reference pricing). Only Physician & Ancillary services may be subject to a PPO Network. The Plan will only consider an Assignment of Benefits (AOB) valid under the condition that the Provider accepts the payment received from the Plan as consideration in full for the services, supplies and/or treatment rendered, less any required deductibles/copays/coinsurance.

**Pharmacy Plan**

Rx BIN: 008019  
Rx PCN: USS  
Rx GRP: 25901  
  
Website: [Members.EnvolveRx.com](http://Members.EnvolveRx.com)  
Customer Service: 833-827-6467

**Physician & Ancillary Network**

**NANCI** HEALTH CHOICE  
Physicians & Ancillary Network Only  
To find a provider:  
800-636-2624  
[www.alabamapremiernet.com](http://www.alabamapremiernet.com)



109530X 45AS N06-001-APP-0100MED--MAPPD01011  
20191119T23 Sh: 0 Bin 2  
J041 Env [118] BlkPck 1 Csets 1 of 1

**Medical Claims Submission**

Lucent Health  
PO Box 880  
Farmington, MI 48331

Payor ID: 88056

**Provider Services**

Providers should contact Lucent Health for inquiries regarding eligibility, plan benefits & claims. Please call Lucent Health or visit [www.lucenthealth.com/cypress](http://www.lucenthealth.com/cypress)  
**PROVIDERS:** 855-556-0285

**Precertification: 877-499-1774**

**PRE-CERTIFICATION** IS REQUIRED FOR THE FOLLOWING:  
• Inpatient Hospital Stays; Continuing Hospital Stays Over 48 Hours  
• Following Vaginal Delivery or 96 hours following a Cesarean Section;  
• Outpatient Stays Over 12 Hours; Outpatient Surgeries;  
• Outpatient Chemotherapy & Radiation Therapy;  
• Pain Management; After First Three (3) Visits;  
• Home health care, Hospice Care, and Skilled Nursing Care;  
• Physical Therapy, Occupational Therapy, & Speech Therapy; After First Six (6) Visits;  
• Diagnostic Services: MRI, CAT Scan, and PET Scan

Please call **877-499-1774** or visit [www.lucenthealth.com/precert](http://www.lucenthealth.com/precert)  
Call within 48 hours after an emergency admission.  
*Precertification is not a guarantee of benefits or payment.*

**Notice**

Assignment of Benefits (AOB) is a waiver of the Provider's right to balance bill the patient. Depositing checks received from the Plan represents accord and satisfaction and will take precedence over any previous terms. Please see the Plan Document or contact Lucent Health at 855-556-0285

**Out of Area**

To locate providers when outside of the Alabama Premier PPO Physicians & Ancillary network, please call PHCS Practitioner & Ancillary Only at 877-952-7427 or visit [www.multiplan.com/phcspracanc](http://www.multiplan.com/phcspracanc)



**Services**

**Telemedicine 24/7:** call Teladoc at 800-362-2667, or visit [www.MyDrConsult.com](http://www.MyDrConsult.com)  
**Diagnostic Imaging:** for MRI/CT/PET scans call One Call at 888-458-6746  
**Lab Services:** Quest Diagnostics/Lab Card call 800-646-7758, or visit [www.LabCard.com](http://www.LabCard.com)  
**CancerCare:** Upon Diagnosis call 877-640-9610  
**KIDS:** Elective surgery, colonoscopy and major Imaging at no cost to members call 877-GET-KIDS

This card is not a guarantee of benefits.

Print Date 11/19/2019



109530X 45AS N06-001-APP-0100MED--MAPPD01011  
20191119T23 Sh: 0 Bin 2  
J041 Env [118] BlkPck 1 Csets 1 of 1

Medical Procedures – Present this card to your healthcare provider and/or facility prior to medical procedures being performed. Since this plan is different than the current plan it is strongly recommended you confirm that your physician is in the network in order for a smooth transition to occur. Your network logo can be found on your medical ID card. You can find an in-network provider by searching on your network's website following the instructions below, depending on where services are rendered.

Alabama: Alabama Premier Physician Only Network -

Visit [www.alabamapremiernet.com](http://www.alabamapremiernet.com)

- Click "Find a Provider"
- Enter at least one search criteria
- Click "Search" and view your results.

You can call customer service at 1-800-636-2624 for assistance in finding a network provider.

Outside of the state of Alabama: PHCS-Practitioner & Ancillary Only

[www.multiplan.com/phcspracanc](http://www.multiplan.com/phcspracanc)

- Be sure to read the important Note before searching – Click OK
- Search for your Provider

You can call customer service at 1-877-952-7427 for assistance.

If your physician is not in the network, complete the Network Provider Nomination Form and send it to [cathy.ontiveros@namci.org](mailto:cathy.ontiveros@namci.org) and to [akinney@dunnconstruction.com](mailto:akinney@dunnconstruction.com). Next, contact Narus Health at 1-888-585-3309 and ask them to direct contract with the physician. A form is attached to assist in gathering information about your physician that Narus will need to reach out to your physician.

If your physician is in the network, contact the physician's business office to inform them you are changing from BCBS as claims processor to Lucent Health. Most likely, you will need to update your medical records with the physician's office so they can correctly submit medical claims to Lucent Health. If possible, ask for and complete any necessary forms prior to your appointment to ease the process.

Remember, if you or a covered dependent are either scheduled for a procedure at a hospital or must be admitted as an inpatient to a hospital you must make sure the procedure or admission is pre-certified. Call Lucent Health at 1-877-499-1774 to pre-certify the admission and/or procedure as soon as your physician informs you of the procedure and/or admission.

Prescription Drug Purchases – You will no longer have a separate pharmacy ID card. There is one card for medical and prescription drug services. You will need to give the new card to your pharmacy on 1/1/2020 as your identification number has changed. Envolve will continue to be the Pharmacy Benefit Manager. If you need to contact Envolve, you can reach them at 1-833-827-6467.

Please contact Human Resources with any questions you may have, Judi Torres 205.510.0259 or Amber Kinney 205.994.0776.