



# Lucent Health

## **DUNN INVESTMENT COMPANY MEMBER CONTACT SHEET GROUP NUMBER: N06**

It is important to show your Lucent Health ID card to your physicians, hospital and pharmacy. Your new ID card will ensure claims are submitted to the correct address and the appropriate PPO discounts and plan benefits are applied.

### **LUCENT HEALTH**

5560 W. Grande Market Drive  
Appleton, WI 54913  
[www.lucenthealth.com/cypress](http://www.lucenthealth.com/cypress)

**Toll Free:** 1-877-236-0844  
**Local Phone:** 1-920-968-4613  
**Claims Fax:** 1-920-968-4616

### ***MEDICAL CLAIMS PROCESSING, BENEFIT QUESTIONS, CLAIMS STATUS & ELIGIBILITY INQUIRIES:***

***Narus Health*** 1-888-585-3309

### ***ESCALATED MEDICAL CLAIMS PROCESSING & BENEFIT QUESTIONS Lucent Health's Medical Claims Analysts:***

Michael Johannes (Last Names A - E) Ext. 7365 or [Michael.Johannes@lucenthealth.com](mailto:Michael.Johannes@lucenthealth.com)  
Mary Fischer (Last names F – J) Ext. 7548 or [Mary.Fischer@lucenthealth.com](mailto:Mary.Fischer@lucenthealth.com)  
Anne Slay (Last Names K - O) Ext. 7556 or [Anne.Slay@lucenthealth.com](mailto:Anne.Slay@lucenthealth.com)  
Regina Davis (Last Names P – T) Ext. 7591 or [Regina.Davis@lucenthealth.com](mailto:Regina.Davis@lucenthealth.com)  
Paula Kluender (Last Names U – Z) Ext. 7561 or [Paula.Kluender@lucenthealth.com](mailto:Paula.Kluender@lucenthealth.com)

### ***ID Cards, Eligibility & COBRA Administration Questions***

Julia Nelson Ext. 7304 or [cypressadmin@lucenthealth.com](mailto:cypressadmin@lucenthealth.com)

### ***Member Concierge / Precertification:***



Narus Health: Please contact Narus Health for inquiries regarding provider search assistance, precertification or any healthcare related questions. Call 888-585-3309

**PRECERTIFICATION 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

Benefits may be affected if Certification is not obtained.

Certification does NOT guarantee coverage under the plan.

EMERGENCY admission should be Certified within 48 hours of the First Working Day after admission.

***Pharmacy/Prescriptions:***



Pharmacy Solutions

To speak with an Envolve Rx Customer Service Representative, please call **1-833-827-6467** or to access the prescription drug information, visit their website at [www.Members.EnvolveRx.com](http://www.Members.EnvolveRx.com)

***PPO Provider Search:*** Please view the back of your ID card to ensure you are accessing the **correct** network



**Physicians & Ancillary  
Network Only**

Search online at [www.alabamapremiernet.com](http://www.alabamapremiernet.com)

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

Or to call and locate a participating provider with **Alabama Premier Physicians & Ancillary Network**, please call 800-636-2624.



Search online at [www.multiplan.com](http://www.multiplan.com) / Find a Provider

- Be sure to read the Important Note before searching – Click OK
- Click Search Network
- Click PHCS
- Click **Practitioner & Ancillary**

Or to call and locate a participating provider, please call 1-877-952-7427.



1. Go to [www.mpcn-ms.com](http://www.mpcn-ms.com)
2. In the upper right of the webpage, click “GO” under directory search
3. On the Provider Search Page - Select: State in drop down, Specialty in drop down (leave blank for broadest results), Provider last Name (leave blank for broadest results), & City (leave blank for broadest results)
4. Next click the “SEARCH” button and available providers will populate the search page.

Members can also call our customer service number at 1.800.931.8533 in order to find a network provider.

### *Additional Services:*



**MEDICAL TOURISM** – Surgery Cost Containment through all-inclusive surgical bundles reducing cost to employers, patients and plans as well as Treatment (RX) Cost Containment for employees and plan members suffering from some of the most expensive chronic conditions. **HOW IT WORKS FOR EMPLOYEES:** Before seeking In-Network Providers through your health plan, just call a KISx Card Nurse regarding your elective procedure. Choosing a KISx Card provider, you will always pay \$0.00. Common procedures include: Orthopedics, General Surgery, Colonoscopies and most major Imaging.

**Phone:** 1-877-GET-KISX      **Website:** [KISx@bdsadmin.com](mailto:KISx@bdsadmin.com)



**TELADOC** gives you 24/7/365 access to U.S. board-certified doctors who can treat many of your medical issues by phone or video. It is not insurance, but an added medical benefit that gives you an affordable alternative to costly urgent care or ER visits.

**Phone:** 1-800-TELADOC (835-2362)      **Website:** [www.Teladoc.com](http://www.Teladoc.com)

### **If you receive a BALANCE BILL - Facility Claims Only**



#### ***HST Patient Advocacy Center (PAC)***

To speak with a patient advocate, please call **1-888-837-2237** or you can inquire via email to [patientadvocacy@hstechnology.com](mailto:patientadvocacy@hstechnology.com) or [pac@hstechnology.com](mailto:pac@hstechnology.com)



**HST** brings pricing transparency and comparative shopping to healthcare services. This mobile app offers you 24/7 access in English or Spanish. Download this free app and you are able to:

- Find a provider or hospital in your geographic area or search by specialty or procedure
- Review quality ratings
- View your estimated costs for a procedure, compare hospitals and look up providers with at-a-glance map features
- Receive secure updated information from your health plan direct to your phone and one-way updates from your Patient Advocate.

**Phone:** 800-292-0536      **Website:** [www.hstechnology.com](http://www.hstechnology.com)



**The Lab Card program** is completely voluntary and provides you with 100% coverage for your covered outpatient laboratory testing services. If you and/or your physician elect to use another lab – including the lab in your physician’s office, your normal benefits will apply. For more information about Lab Card visit [www.LabCard.com](http://www.LabCard.com) or call 1-800-646-7788.



When you or a covered family member is diagnosed with cancer, benefits are increased if you call and register with the CancerCARE Triage Center at: **1-877-640-9610**



**RENALOGIC’s Dialysis Cost Containment program** manages all aspects of dialysis cost. Should you be in need of dialysis, this program is available to support you through the process.

**RENALOGIC’s KDAP program** is focused on solutions that are proactive and member-centric to achieve healthier outcomes and dialysis cost avoidance, not just cost savings.

Our Registered Nurses work with members to slow the progression of kidney disease, preserve or improve kidney function, improve overall health, and reduce the cost of care for members who might otherwise progress to End-Stage Renal Disease (ESRD).

**Call: 888.808.9380**