

Narus Health Concierge Care



Narus Health's Concierge Care program helps you navigate the complexities of healthcare. Narus works for **you** and coordinates **your care needs** with doctors, caregivers and pharmacists.

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

- Find a doctor or specialist
- Discuss a health concern
- Schedule an office visit
- Get help with a bill or explanation of benefits (EOB)
- Request a medication refill
- Verification of Benefits (VOB)
- Ask questions about co-pays and claims
- Request a cost estimate for an upcoming procedure
- 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 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 service
- Request a new or replacement ID card

Complex Care Management

As a Lucent Health member, if you have needs that are appropriate for **Complex Care Management**; anything from giving birth to managing a chronic illness to dealing with behavioral health issues – **we can help!**

Who uses Complex Care?

- Maternity Care
- Cardiovascular Disease
- Cancer/Neoplasm
- Metabolic and Endocrine Conditions
- Respiratory Diseases
- Gastrointestinal Diseases
- Neurological Diseases
- Diseases of the Genitourinary System
- Infectious Diseases
- Musculoskeletal Diseases
- Behavioral Diseases
- COVID-19
- And other complex conditions

What does Complex Care Management Provide?

- An individualized care plan
- Assistance coordinating care needs
- Assistance engaging doctors, specialists
- A listening ear between doctor visits
- Education & help understanding treatments, medications
- Guidance with health benefits, coverage and bills
- Resources to help caregivers practice self-care, and provide relief from fatigue and stress
- Immediate access to a centralized place to organize and keep digital copies of your important papers
- Medication trackers and dose reminders

Contact: 888-585-3309 | www.narushealth.com/concierge