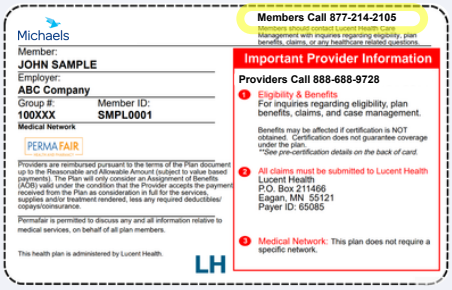
Michaels

Lucent Health
Repricing by PERMA FAIR

Your Support Team: Lucent Health & PERMA FAIR

Your Care, Our Priority.

Need Help? Contact Lucent Health at the number on your Benefits ID card. ***If additional support is needed, press 2 to be transferred directly to PERMA FAIR's Member Experience Team.*** Whether it's questions about your benefits or help navigating care, you're never alone.


Michaels
Member:
JOHN SAMPLE
Employer:
ABC Company
Group #:
100XXX
Member ID:
SMPL0001
Medical Network
PERMA FAIR
Providers are reimbursed pursuant to the terms of the Plan document up to the Reasonable and Allowable Amount (subject to value based payments). 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.
Permafair is permitted to discuss any and all information relative to medical services, on behalf of all plan members.
This health plan is administered by Lucent Health.
LH
Members Call 877-214-2105
Members should contact Lucent Health Care Management with inquiries regarding eligibility, plan benefits, claims, or any healthcare related questions.
Important Provider Information
Providers Call 888-688-9728
1 Eligibility & Benefits
For inquiries regarding eligibility, plan benefits, claims, and case management.
Benefits may be affected if certification is NOT obtained. Certification does not guarantee coverage under the plan.
**See pre-certification details on the back of card.*
2 All claims must be submitted to Lucent Health
Lucent Health
P.O. Box 211466
Eagan, MN 55121
Payer ID: 65085
3 Medical Network: This plan does not require a specific network.

Get the Right Support, Right Away!

Lucent Health Can Help You With:

- **Benefit and eligibility questions**
- **Claim and coverage verification**
- **Provider search**
- **Clinical programs** (Precertification/Utilization Review/Case Management/Disease Management)
- **Using your member portal**

PERMA FAIR Can Help You With:

Provider or Access Issues

- Trouble scheduling or being seen by a provider
- Provider refusing insurance, cancelling, or asking for extra payment
- Questions about cash pay, balance bills, or collection notices

Care Coordination

- Arranging or changing appointments
- Transferring records or setting up a new provider
- Assistance with Single Patient Agreements or self-pay arrangements

Other Barriers to Care

- Any issue preventing you from getting timely care or treatment

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