

mylucenthealth User Guide



Welcome to the Lucent Health Member Portal

The Lucent Health member portal allows members to view and maintain their health plan information, such as print a temporary ID card, view healthcare claims, and find a network provider. An employer with administrative access can view all the plan's members' information. This guide provides a tutorial on how to navigate the portal as a member and as an administrative user.

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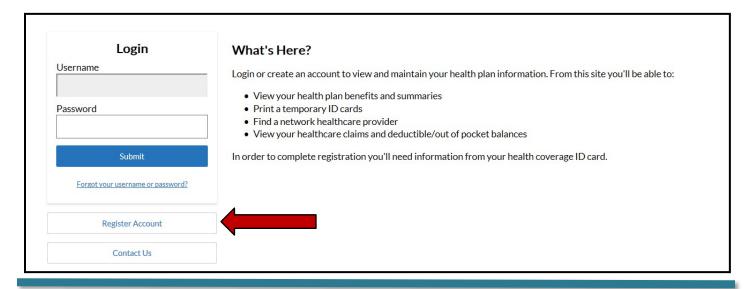




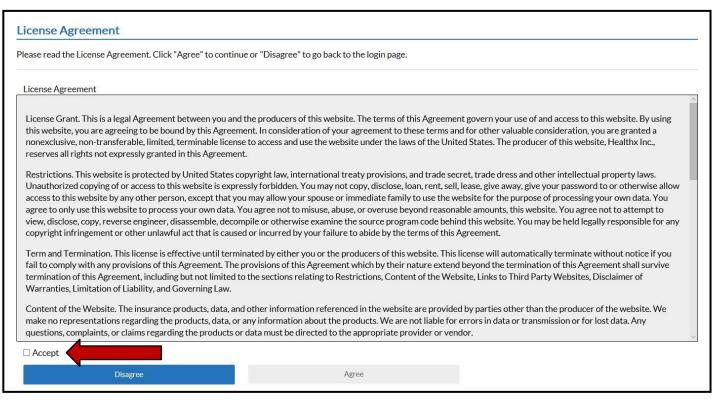
Member Registration

Go to mylucenthealth.com to register. Each member and any dependents over the age of 18 much register their own account. Follow the below steps to complete registration –

1. Click Register Account



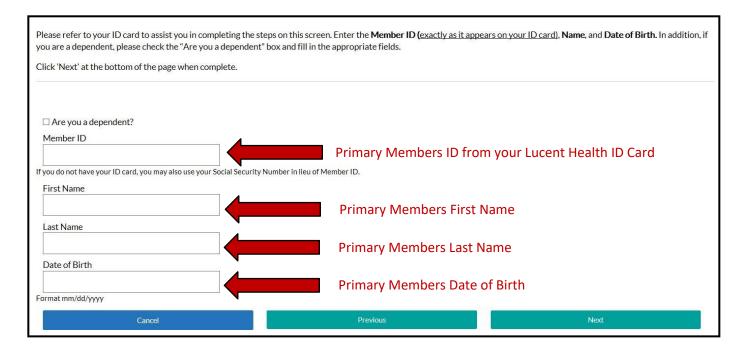
2. Accept the Terms and Conditions



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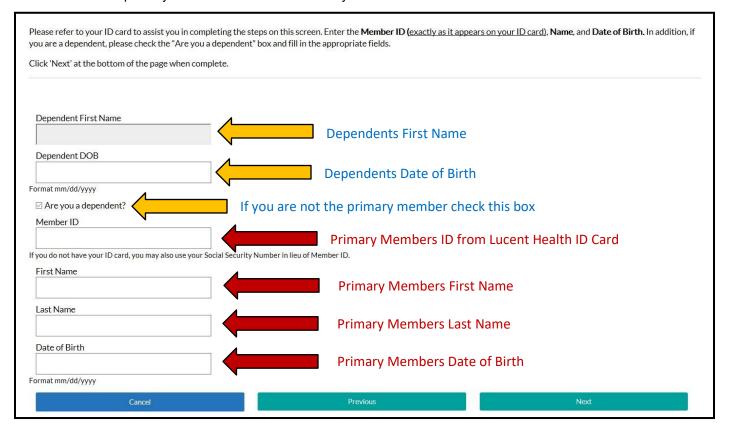
- 3. Enter the primary member's information If a dependent and not the primary member, see Step 4 below
 - a. ID Number as it appears on the Lucent Health ID Card.
 - b. First Name
 - c. Last Name
 - d. Date of Birth



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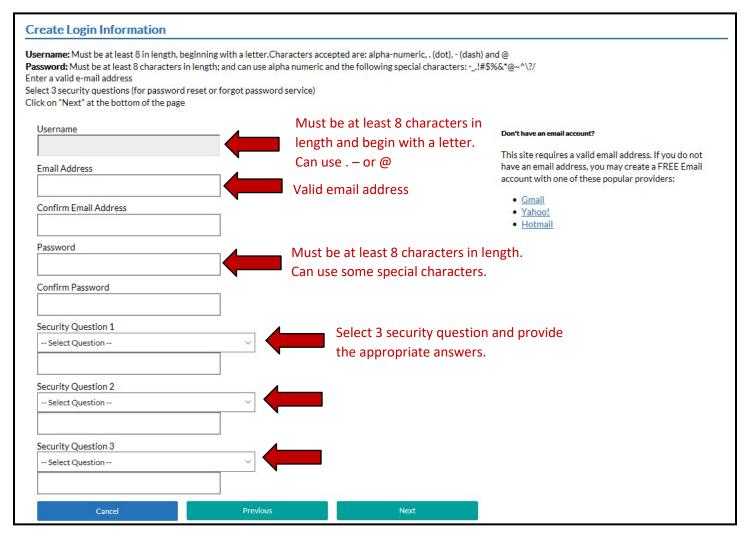
4. If a dependent and not the primary member, check the box next to "Are you a dependent?." Two new boxes will appear. Enter the dependent's first name and date of birth in addition to the primary member's information already entered.



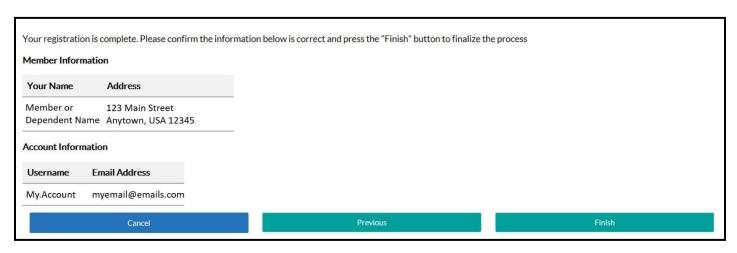
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5. Enter a unique user name for each primary member or dependent, a valid email address, a password and 3 security questions and responses.



Account information will be displayed. Click "Finish" to complete. The log in page of mylucenthealth.com appears and the member will need to log in using the credentials created.



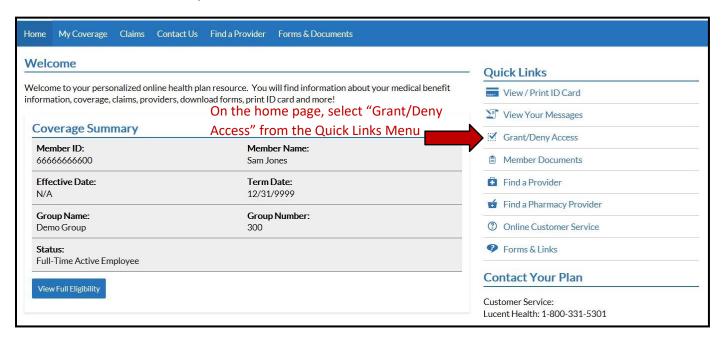
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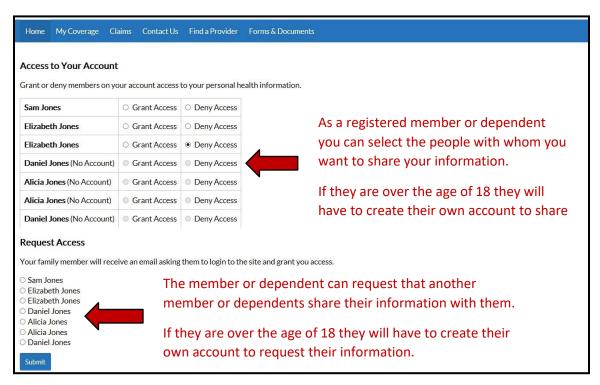
Member Dependent Information Sharing

For members and dependents over the age 18 to be able to see each other's information, they will need to give access to that information. Follow the below steps –

1. Select "Give/Deny Access" from the Quick Links menu.



2. Select the people to share information with and/or request sharing information from others. Each person will have to do this individually from their account.



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