

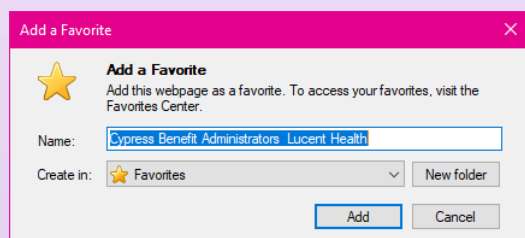


Accessing the System:

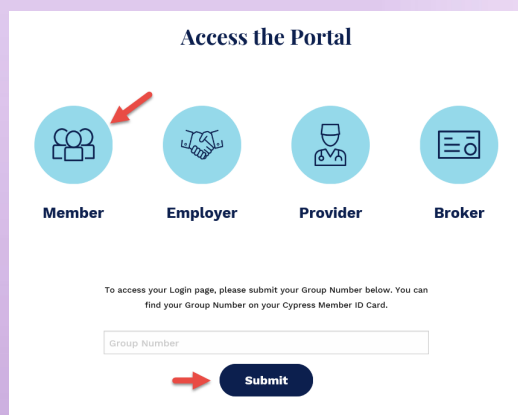
1) Browse the website:

<http://www.lucenthealth.com/cypress>

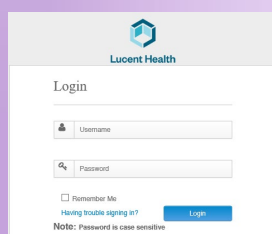
2) Add as a Favorite.



3) Scroll toward the middle of the page to the header with “Access the Portal.” Click on the Member button, enter in your group number and click submit.



4) Follow the steps listed below.



1. Enter User ID:

- First 4 Characters of your first name
- First 12 Characters of your last name
(As your name appears on your ID card)
- Year of your birth (YYYY)
- If you are a dependent, please use your own name and date of birth.

2. Enter your Temporary Password:

- Your birthdate (MMDDYYYY)

You will be presented with a screen to change your password.

Lucent Health Capabilities:

- Look up Claims
- View Summary of Eligibility & Benefits
- Search for Providers
- Inquire About Your Prescription Benefits
- Contact Lucent Health
- View your ID Card
- Document Library
- More

To access your Adult Dependent Healthcare Coverage and Claims detail, you will need to complete the “Authorization for Release of Protected Health Information (PHI)”:

Once logged in you can follow these steps:

1. Click on **Benefit Resources**
2. Then **Summary Plan Descriptions & Other Benefit Materials**
3. The Authorization for Release of PHI can be found in **Important Forms**

Submit the completed form to Lucent Health. Once approved, you will have access to your adult dependent detail.

FAQ's:

Q: What are the recommended browsers?

A: Chrome  Firefox  Microsoft Edge 

Q: If I forget my password, what do I do?

A: Located on the Login Screen – Click on “Having trouble signing in?” then click on “I don’t know my password” the system will prompt you through the next steps.

Q: If I have a question who do I contact?

A: You can “Contact Lucent Health” when logged into Lucent Online in the I’M HERE TO menu or by calling the customer service number found on your ID card.