

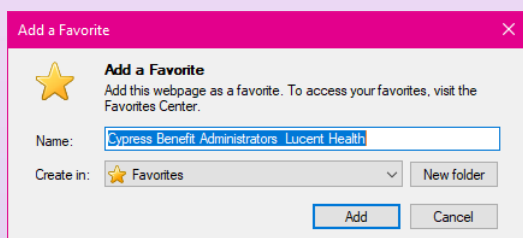


### Accessing the System:

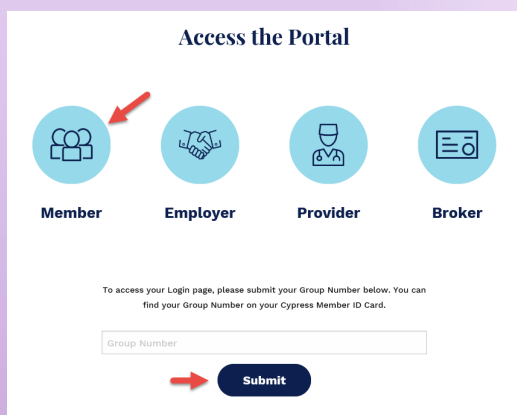
#### 1) Browse the website:

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

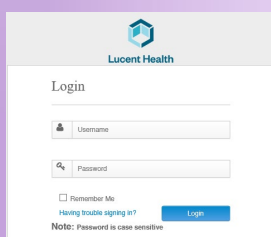
#### 2) Add as a Favorite.



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:

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

##### 2. Enter your Temporary Password:

- a. 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.