



Behavioral healthcare *that works for you*

At Lucet, it's our sole focus to improve health and well-being through access to high quality care for mental health and substance use. Our solutions ensure members receive the most clinically sound and cost-effective care available. Our strategic success and practical experience produce positive member outcomes and significant cost savings.

Lucet offers a solution that enhances your members' well-being and improves their overall health. We take a whole person approach addressing both physical and mental care.

Our full-service model:

Utilization Management

Ensuring Optimal Care

Our utilization management process assists members in getting the right care, at the right time, with the right provider. Our team works to ensure that care is clinically appropriate, grounded in evidence-based practices and cost-effective.

Network Management

A Solution Just for You

Our dedicated team of experts implements a network strategy that reflects each unique member and provider need.

Care Management

Providing Solutions to Life's Challenges

Our care management model is a population health, member-centric approach that matches the level of intervention to the member's needs. Lucet care managers work alongside members, their families, and providers to help members develop self-management skills and access needed services and resources. For members with both medical and behavioral health conditions, our care managers work together with medical care managers to provide true whole-person care.

Care Transitions

Helping Members at a Critical Time

A successful transition from inpatient or residential to outpatient care is critical. Our evidence-based approach to care transitions produces better outcomes by assuring that each member follows an appropriate discharge plan.

Quality Improvement

Getting It Right Every Time

Lucet's strategy aligns with our health plan partner's business needs. Our quality improvement methods improve costs, member and provider satisfaction, and outcomes. Our experienced team collaborates with your health plan on numerous accreditation activities.

Analytics and Performance

Learning from the Past, Adapting to the Future

Our dedicated analytics staff evaluates health care outcomes, quality, and accountability. Using data stratification as our tool, we deploy state-of-the-art programs and services designed specifically for the needs of our health plan partners. Our analytics will guide the member to the right level of care for their unique needs.

95%

Overall Member Satisfaction



69%

Intensive Care Management Engagement Rate



40%+

Improvement in PHQ-9 Screenings for Members with Depression Diagnosis



75%

Improvement in Membership Depression Score

What's in it for you and your members?

- A trusted partner with data-driven clinical programs delivering results that meet or exceed national health care standards
- Reduction in overall health costs by ensuring that each member receives the right kind of care, faster
- A “whole-person” approach to address health care needs and social determinants of health
- A strong track record of using evidence-based approaches to improve the quality of care and reduce total health care spend
- Industry expertise focused on innovative care, parity compliance and strategic alignment with our partners
- Nationwide access to coordinated services through a single source

Positive Member Experience

Laura was referred to Lucet from her health plan to help her identify resources to manage PTSD symptoms related to a motor vehicle accident and past trauma. Laura's primary care provider managed her current medication for depression and anxiety, but Laura was not engaged in any type of outpatient therapy. She had multiple surgeries following the accident and was also dealing with chronic pain and extreme anxiety related to motor vehicles. The care manager educated Laura on how certain types of therapy can be utilized to help develop coping skills for both pain and trauma.

The care manager identified a virtual option available through Laura's benefits to establish care with both a therapist and psychiatrist without leaving her house. Laura was able to meet with a therapist on a weekly basis and have her medication managed by a psychiatrist. With her new providers, Laura saw improvement in her symptoms and was developing healthy coping skills. Laura is now able to drive again and has been empowered to take back control of her life.

◆ Optimize access across your behavioral health ecosystem

Lucet is the leading behavioral health optimization company. We believe that people deserve a more direct path to better mental health.

Let's optimize behavioral health access, together.
Contact your Blue Cross Blue Shield representative to learn more.