



Behavioral Health Services

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.

An Example of the Member Journey

The Lucet Experience with Our Partners



Meet Pam

42-year-old female, presenting with psychosis, recent traumatic event, asthma



Member Identified



Lucet Engagement



Holistic Connection to Resources



Pharmacy Support



Continued Collaboration

1. Member Identified

Pam was identified for care management services.

2. Lucet Engagement

Lucet collaborated with Pam's facility to ensure a comprehensive, member-focused discharge plan for transition of care, referral to care management, and provider consultation supports identification of previous treatment attempts and longitudinal history.

3. Holistic Connection to Resources

Upon identification of Pam's medical needs, she is referred to her health plan's medical care management team. Her needs are addressed in complex care management rounds which include a Lucet medical director.

4. Pharmacy Support

Pam's updated medication care plan includes a medication requiring prior authorization. Lucet supports coordination with Pharmacy Benefit Managers (PBM) and a facility to ensure seamless discharge transition.

5. Continued Collaboration

The Lucet Care Manager will continue to work with Pam post-discharge, including collaboration with medical care management and ensuring continued connection and stabilization.

Our full-service model:

Utilization Management

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

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

Care Management

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

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

Lucet's strategy aligns with our health plan partners' 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

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.

Specialty Solution

Our innovative Autism Resource Program

Diagnosing and treating autism spectrum disorder (ASD) is a complex issue that requires bold, innovative solutions. That is why our Autism Resource Program has developed a holistic approach that integrates the efforts of families, providers and health care plans. This collaboration ensures that each member receives the right level of quality care more efficiently and at lower costs.

What does the Lucet experience mean for you?

- ◆ Reduction in overall health costs by ensuring that each member receives the right kind of care, faster
- ◆ A trusted partner with data-driven clinical programs delivering results that meet or exceed national health care standards
- ◆ A "whole-person" approach to address health care needs and social determinants of health partnering with your health plan
- ◆ 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

◆ 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.