

Get The Right Care At The Right Price

When you're getting ready for hospital stay, there's a lot to think about. Are you sure your hospital is in network? Is your intended length of stay appropriate? Calling Luminare Health, your benefits administrator, for a pre-admission review can help you save money and ensure you're getting the right care.



How does the process work?

Before you're admitted into the hospital or, if covered under your plan, being admitted to skilled nursing facilities, facilities for psychiatric care and substance abuse, hospice programs and home healthcare programs, show your ID card to the hospital or facility so they are aware that Luminare Health will be doing a pre-admission review. Then, call the number on your ID card at least 15 days before your scheduled admission date to talk to one of our team members.

When you call, we'll ask for the following:

- Your Name, Address, Phone Number and Member ID number
- The Patient's Name, Sex and Date of Birth
- Your Employer's Name
- The Name, Address and Phone Number of the Admitting Facility
- The Date the Patient is Being Admitted or Beginning a Home Healthcare or Hospice Program
- The Reason for Admission
- The Expected Length of Stay

You should call before the following:

- Inpatient Admissions
- Partial Admissions
- Home Healthcare Services
- Skilled Nursing Services
- Weight Loss Services and Treatments
- Outpatient Chemotherapy
- Outpatient Organ and Tissue Transplant

What about in an emergency?

Following any emergency admission, be sure to call Luminare Health within two business days. If you aren't able to call yourself, have a family member or friend call for you.

What happens if I don't call?

Remember that your doctor isn't responsible for calling Luminare Health when you're admitted for healthcare services. And if you don't call, you may end up with higher out-of-pocket costs. If you have questions, call us at the number on the back of your ID card.

Remember to call us before your next hospital stay.