



# Client Success Story

## Large Education Client

Over our half century in the industry, Luminare Health's mission has been to empower clients to achieve their goals through our experience, innovative benefit administration solutions, and commitment to service excellence—while fostering a culture of empathy to support members on their journey toward optimal health.

**We live our mission every day by listening—to members, our clients, and their trusted broker partners.**

# Meet Our Client

- Launched as a client 1/1/2023
- Includes 19 different school districts
- 14K+ enrolled medical members
- Unique benefit setup for active/pre-65 retirees and post-65 (Medicare Primary) retirees
- Secondary medical coverage / Navitus (Part D)



When one of our large school district clients asked for more self-service access to their reporting data, our technical teams immediately began exploring how we could meet their needs. This exploration kicked off a client and broker portal enhancement project to bring increased access to data, anytime data self-service, and more transparency—exactly what our client requested.

This project allows aggregate self-service access for this client to see their many districts in one view and will provide additional new types of aggregate data views, including claim authorization, investigation detail, correspondence detail, adjudication history, call case notes, and appeal details. We also built a single report repository as part of the project, so our client and their broker partners can access reports from one location, making it easier to find and analyze data.

But this enhanced access project isn't the only way we've grown to meet the needs of this client. We've also enhanced our customer service and eligibility areas to help this client meet their goals:

Service Area	Client Challenge	Luminare Health Solution
Customer Service	<ul style="list-style-type: none"><li>• Heavy call volume</li><li>• Complex benefit plan design</li><li>• Retiree population struggling with standard IVR</li></ul>	<ul style="list-style-type: none"><li>• Created a dedicated customer service team</li><li>• Increased customer service reports on metrics and member survey results</li></ul> <p>Long-term Project: Implement an enhanced IVR and/or touch-tone solution for inbound calls</p>
Eligibility	<ul style="list-style-type: none"><li>• Especially high volume of real-time eligibility updates</li></ul>	<ul style="list-style-type: none"><li>• Instituted enhanced QA requirements</li><li>• Added two designated analysts to triage updates</li></ul>

How can Luminare Health serve you? Contact your sales executive to learn more.