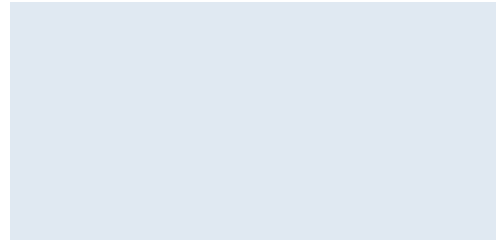
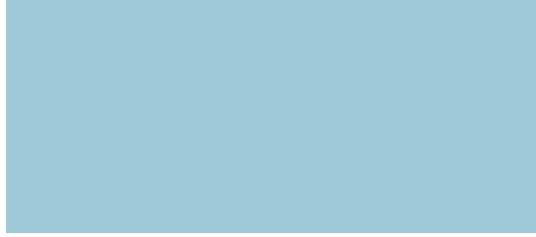
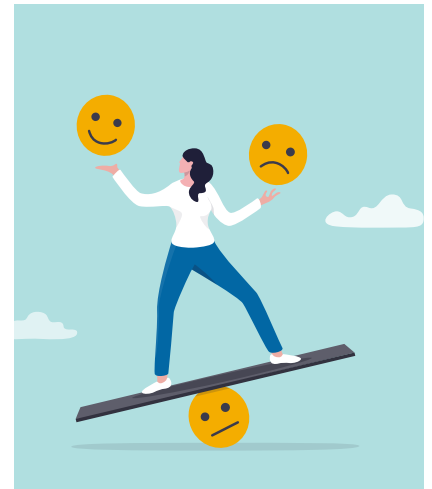
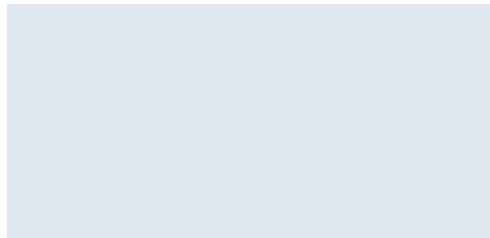
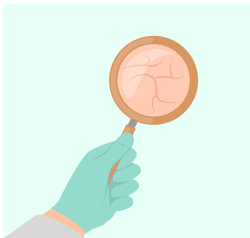


EXPLORE & ENHANCE SUBSCRIPTION



VIRTUAL PRIMARY CARE

VIRTUAL PRIMARY CARE. LABS. VIRTUAL URGENT CARE VISITS.
VIRTUAL TALK THERAPY VISITS. VIRTUAL DERMATOLOGY.



LYRIC HEALTH
VIRTUAL PRIMARY CARE



PARAMOUNT RX®
DISCOUNTS



About Virtual Primary Care with Lyric Health

Build an ongoing relationship and receive personalized care from a healthcare provider committed to your healthcare journey.

The Virtual Primary Care program offers access to speak with a board-certified physician virtually nationwide and when medically necessary, get prescriptions* sent directly to your pharmacy. With Lyric Virtual Primary Care, you are able to select a Primary Care Physician for Virtual Primary Care visits, and you also enjoy an Annual Chemistry Lab Panel, Virtual Urgent Care visits, Virtual Telephonic Counseling, and Virtual Dermatology visits.

Important Notice

Read this guide carefully. This is a brief description of a virtual urgent care and talk therapy telehealth service provided by Lyric Health and is not an insurance contract. This is not a qualified health plan under the Affordable Care Act (ACA). Some services may be covered by a qualified health plan under the ACA. This plan does not meet the minimum creditable coverage requirements under M.G.L.c. 111M and 956 CMR 5.00. This is not a Medicare prescription drug plan. Not all services are available in all states. Under the prescription discount card available as part of this product, discounts are available at participating providers for prescription services. The plan does not make payments directly to providers. The plan member is obligated to pay for all services at participating providers. The range of discounts will vary depending on the provider, specific medication, and geographical area.

Lyric does not prescribe DEA controlled substances, lifestyle drugs, and certain other drugs which may be harmful because of their potential for abuse. Lyric does not guarantee that a prescription will be written. Lyric physicians reserve the right to deny care for potential misuse of services. **THIS IS NOT INSURANCE.*

Available in: All 50 U.S. States

Healthy America, Lyric Health, and Paramount RX are separate legal entities and have sole financial responsibility for their own products.

THE BENEFIT BOOST SERVICES PROVIDED IN THIS PRODUCT ARE NOT INSURANCE.



LYRIC HEALTH
VIRTUAL PRIMARY CARE

SERVICES INCLUDED WITH LYRIC HEALTH VIRTUAL PRIMARY CARE

SERVICES PROVIDED BY LYRIC HEALTH

VIRTUAL PRIMARY CARE	PGS 4-5
VIRTUAL URGENT CARE VISITS	PG 6
VIRTUAL TALK THERAPY VISITS	PG 7
ADDITIONAL FEE PER SESSION SERVICES	
VIRTUAL PSYCHIATRY	PG 8
VIRTUAL PSYCHOLOGY	PG 9
VIRTUAL DERMATOLOGY VISITS	PG 10
MESSAGE A SPECIALIST	PG 11
LABS	PG 12
CARE NAVIGATION	PG 13
IMPORTANT INFORMATION ABOUT VPC	PG 14
GET STARTED WITH LYRIC HEALTH	PG 15

SERVICES PROVIDED BY PARAMOUNT RX®

PRESCRIPTION DISCOUNTS*	PGS 16-17
ABOUT BENEFIT BOOST SUBSCRIPTIONS	PGS 18-19



* Prescriptions Discounts with Paramount RX® are not affiliated with Lyric Health.



LYRIC HEALTH
VIRTUAL PRIMARY CARE

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Virtual Primary Care

\$0 Access Fee for virtual visits with your membership subscription.



Lyric Health offers access to Board-certified physicians either a phone call or click away, to manage routine and ongoing health conditions, medication adherence, and preventative care. Set up your account today and get real simple access to care.



HEAD TO TOE HEALTHCARE THAT FITS IN YOUR POCKET!

- > Schedule a Consultation
- > Talk to a Provider
- > Get Your Treatment Plan
- > Start Feeling Better

WHO CAN USE SERVICE

The program is available to you, your spouse or domestic partner, and children age 2+. (if enrolled on Benefit Boost Subscription application or later added)

Licensed healthcare providers provide clinical services through medical practices affiliated with Lyric and other network providers. Additional or different telehealth requirements may be applicable in certain states; see www.getlyric.com for full terms and conditions.



Virtual Primary Care addresses the biggest pain points of our healthcare system:

- TIME
- COST
- HEALTH

BILINGUAL CARE NAVIGATION TEAM

24/7/365 dedicated in-house bilingual Care Navigation team to support referrals to in-network specialists – all digitally optimized as a benefit of a member's health program. (With translation line integration that supports 60+ languages.)



LYRIC HEALTH
VIRTUAL PRIMARY CARE

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Virtual Primary Care Visits

Say hello to the future of healthcare with **\$0 Access Fee** for Virtual Primary Care Visits.

Virtual Primary Care (VPC) provides patients face-to-face visits with their physicians across devices. With VPC, patients can connect with a physician by phone or video technology, enabling both the physician and patient to experience the complete benefit of establishing a relationship, without having to step foot into a doctor's office. VPC also includes once-a-year (1) adult male and/or (1) adult female chemistry lab panel. (see page 12 for more info on labs)

QUICK FACTS

- > Consultations for VPC are at **no cost** for evaluation, diagnosis, & Prescriptions* (if appropriate)
- > Available nationwide
- > Select a Primary Care Provider to manage care.
- > Prescriptions can be picked up locally*

HOW IT WORKS

During the consultation scheduling process, you will complete/update your EHR (Electronic Health Record). Your medical history provides doctors with the information they need to make an accurate diagnosis. Consultations for Virtual Primary Care will take place within 3 hours in advanced, Monday-Friday only from 7am-7pm CST.

Lyric Health also gives you access to your consultations history at any time, which you can download and take to your physician.



WHEN TO USE VIRTUAL PRIMARY CARE SERVICES

The goal is to provide you with convenient, affordable healthcare, when you need it most. Members select a Primary Care physician to manage their routine and ongoing health conditions, medication management, and preventive care.

- Management of health conditions over time
- Lab tests & routine screening
- Health assessment screening & evaluation
- Medication management (including on-going refills)
- Referral to see a specialist

Lyric does not prescribe DEA controlled substances, lifestyle drugs, and certain other drugs which may be harmful because of their potential for abuse. Lyric does not guarantee that a prescription will be written. Lyric physicians reserve the right to deny care for potential misuse of services. **This is not insurance.*



LYRIC HEALTH
VIRTUAL PRIMARY CARE

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Virtual Urgent Care Visits

Care you need from anywhere, at any time with **\$0 Access Fee** for Virtual Urgent Care Visits.

Consultations with a doctor can be requested 24/7 by calling the toll free number or logging into your account. Diagnostic consultations are available by phone or video for evaluations, diagnosis, and prescriptions* (if appropriate). **Virtual urgent care consultations are free of charge.** There is also a convenient ask a doctor option available via the portal for general medical questions at no cost.

QUICK FACTS

- > Available nationwide
- > Healthcare 24/7/365
- > Speak to a Care Coordinator who will triage and update the patient's Electronic Health Record (EHR)
- > Diagnosis & treatment provided by state-licensed, board certified medical providers
- > Prescriptions can be picked up locally*



EXAMPLES OF VIRTUAL URGENT CARE SERVICES

- + ALLERGIES
- + BRONCHITIS
- + COLD SYMPTOMS
- + FLU SYMPTOMS
- + DERMATOLOGY PROBLEMS
- + PINK EYE
- + RESPIRATORY INFECTION
- + SINUS PROBLEMS
- + SORE THROATS
- + **And more**

While not meant to replace primary care, telehealth is ideal for many common illnesses and minor injuries.

HOW IT WORKS

During the consultation scheduling process, you will complete/update your EHR (Electronic Health Record). Your medical history provides doctors with the information they need to make an accurate diagnosis. Consultations will take place within 2 hours of the initial request or scheduled for a specific time.

Lyric Health also gives you access to your consultations history at any time, which you can download and take to your physician.

Lyric does not prescribe DEA controlled substances, lifestyle drugs, and certain other drugs which may be harmful because of their potential for abuse. Lyric does not guarantee that a prescription will be written. Lyric physicians reserve the right to deny care for potential misuse of services. **This is not insurance.*



LYRIC HEALTH
VIRTUAL PRIMARY CARE

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Virtual Talk Therapy Visits With Telephonic Counseling

Improving access to mental healthcare with [\\$0 Access Fee](#) for Virtual Talk Therapy Visits.

There's no denying the importance of mental well-being to your overall health. Taking care of your mental health is just as important as managing the physical aspect. Telephonic Counseling and Support provides confidential, unlimited consultation, counseling and referral services for members.

QUICK FACTS

- > 24/7 Access to Master's Level Counselors
- > No Access Fee
- > Session available via telephone or video
- > Immediate Crisis Support
- > Supportive counseling and subsequent sessions
- > 100% follow-up with Original Counselor
- > Custom referral (if needed) to medical, behavioral health plans or community resources.

Telephonic counselors work with members to identify specific issues and next steps to address, taking the guess work out of who to see in the event they may need additional services. They assist in identifying specialty providers and services that would be most appropriate for the situation. Members can also receive assistance with scheduling appointments and setting up follow up services.



LYRIC HEALTH
VIRTUAL PRIMARY CARE

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ADDITIONAL SERVICES AVAILABLE

Virtual Psychiatrist

Support you need, when you need it! Therapy from the comfort and privacy of your own home or office. Members receive a **discounted rate for Psychiatry sessions**[^].

Connect with a U.S. based, board-certified Psychiatrist who can diagnose, treat, conduct psychotherapy and prescribe medications* for a range of mental health disorders, as necessary. Once account registration is complete, a consultation can be requested via phone or video 24/7 by calling the toll-free number or logging into your account. Consultations can be scheduled for M-F, 8 am - 5 pm CST.



EXAMPLES OF VIRTUAL PSYCHIATRY SERVICES

- + ADDICTIVE BEHAVIORS
- + ANXIETY
- + DEPRESSION
- + BIPOLAR DISORDER
- + PANIC DISORDER
- + TRAUMA & PTSD
- + **And more**

[^]A consultation fee applies. Prescriptions are not guaranteed.

*Lyric does not prescribe DEA controlled substances, lifestyle drugs, and certain other drugs which may be harmful because of their potential for abuse. Lyric does not guarantee that a prescription will be written. Lyric physicians reserve the right to deny care for potential misuse of services. **This is not insurance.**



LYRIC HEALTH
VIRTUAL PRIMARY CARE

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ADDITIONAL SERVICES AVAILABLE

Virtual Psychologist

Support you need, when you need it! Therapy from the comfort and privacy of your own home or office. Members receive a **discounted rate for Psychology sessions**[^].

Speak with a licensed Psychologist for one-to-one session(s) to assess your symptoms and evaluate your medical, psychological and family history to determine a productive treatment plan. Once registration is complete, a phone or video visit with a psychologist can be requested 24/7 by calling or logging into your account, request a consultation and describe the feelings you are experiencing. Consultations can be scheduled for M-F, 8 am - 5pm CST. A Psychologist will contact you for the appointment and access your symptoms, evaluate your medical and family history, and help determine a course of action moving forward. On-going therapy sessions encouraged and can be requested by logging into your Lyric account online or app.



[^]A consultation fee applies.



EXAMPLES OF VIRTUAL PSYCHOLOGY SERVICES

- + ADDICTION
- + DEPRESSION
- + GRIEF & LOSS
- + LIFE CHANGES
- + RELATIONSHIP ISSUES
- + STRESS MANAGEMENT
- + **And more**



LYRIC HEALTH
VIRTUAL PRIMARY CARE



Virtual Dermatology

Virtual Dermatology makes getting your skin, nail, and hair ailments resolved a cinch. Members receive **3 free sessions per year**, per family.[^]

Connect with a board-certified Dermatologist who can treat and diagnose hundreds of common skin, nail and hair conditions, as well as help manage chronic skin conditions. No more waiting weeks to sit in an overbooked Dermatology waiting room. Receive a treatment plan and prescription*, if needed within 72 hours after the consultation request.

HOW IT WORKS

Once account registration is complete, a consultation with a Dermatologist can be requested via phone or video 24/7 by calling the toll-free number or logging into your account.

Video consultations are required for members in the following states: AR, AZ, IA, ID, & IN scheduled for a specific time with a specific provider based on his/her availability.

[^]Additional consultations beyond the **3 free sessions per family per year** are available at a discounted rate.



EXAMPLES OF VIRTUAL DERMATOLOGY SERVICES

- + ACNE
- + ATHLETE'S FOOT
- + ECZEMA
- + POISON IVY
- + RASH
- + RINGWORM
- + SKIN INFECTIONS
- + **And more**

Lyric does not prescribe DEA controlled substances, lifestyle drugs, and certain other drugs which may be harmful because of their potential for abuse. Lyric does not guarantee that a prescription will be written. Lyric physicians reserve the right to deny care for potential misuse of services. **This is not insurance.*



LYRIC HEALTH
VIRTUAL PRIMARY CARE

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Message a Specialist

Get personal answers to your questions and receive the confidential support you need with Lyric Health.

Unlimited access to board certified physicians, pharmacists, dentists, dietitians, and fitness experts who provide personal answers to all health-related questions. You will have the ability to easily get your questions answered and receive the confidential support you need.



Once account registration is complete, log in to your portal and message a specialist. You will receive a response within 24 hours.



EXAMPLES OF SPECIALIST ADVICE

- + NUTRITION ADVICE
- + ALTERNATIVE MEDICINE
- + SPORTS MEDICINE
- + PEDIATRICIAN
- + **And more**

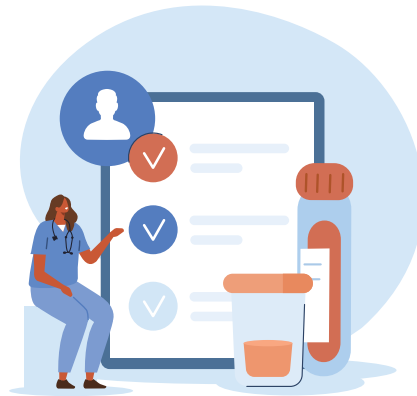


lyric

Labs

With Lyric Health Virtual Primary Care, you will have access to **\$0 member cost** for once-a-year (1) adult male and/or (1) adult female chemistry lab panel.[^]

During the Virtual Primary Care visit, the physician might order labs during the consult. The care team will coordinate setting up the lab appointment or ordering the at-home biometric screening kit. This lab service is offered locally through LabCorp and Quest. There is also a one-time Health Risk Assessment (to be completed before the initial VPC consult).



[^]All other labs are available for the member to pay the discounted cash price or through their insurance.

Members can request the at-home biometric screening kit, which will be sent prior to the annual visit. The kit includes vitals like Blood Pressure, Resting Heart Rate, Waist Measurement, Body Mass Index, Relative Fat Mass, Cholesterol, HDL, LDL Glucose, and Triglycerides biomarkers. In addition, more in-depth labs can be conducted at a local lab.



LYRIC HEALTH
VIRTUAL PRIMARY CARE

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Care Navigation

Professional support you need navigating the complex healthcare system.

Members have 24/7/365 access to the dedicated team of Lyric Health's dedicated team of Care Navigators to provide professional support in navigating the complexities of the healthcare system. Healthcare as it should be.



Once account registration is complete you will have access to this service by simply contacting the Care Navigation member service number. Please have your insurance information ready when you call.



WHAT TO USE CARE NAVIGATION FOR

- Explanation & understanding of benefits.
- Finding In-Network providers, treatment & facilities
- Case management support
- One-on-one preventive care planning
- Hands-on support and solution
- Medical bill review & audits
- Fee & Payment Negotiation



LYRIC HEALTH
VIRTUAL PRIMARY CARE



Important Information About Virtual Primary Care

Here are some useful tips and some helpful information regarding the Virtual Primary Care program through Lyric Health.

Providers:

Members will have the ability to select and stay with the same provider for on-going treatment. The member will select from a panel of providers through the member portal when selecting a VPC consult. During the VPC consult request a list of providers, along with their schedules will appear for a selection.

Access to your Records:

Lyric Health gives you access to your consultations history at any time which you can download and take to your physician.

Caregiver Support Tool:

Members will have the ability to access a Caregiver Support tool that allows others to join video medical consults. Once a member and doctor is connected on a video call, the member and/or doctor can click on a link to send a 3rd party a link for them to join the session. The app's real-time text and push notifications allow for an effortless connection via video or audio. This inclusive approach ensures that family members, caregivers, and specialty providers can join discussions seamlessly, fostering a collaborative and comprehensive care environment.

SELECT YOUR PROVIDER



Disclosure:

Lyric does not prescribe DEA controlled substances, lifestyle drugs, and certain other drugs which may be harmful because of their potential for abuse. Lyric does not guarantee that a prescription will be written. Lyric physicians reserve the right to deny care for potential misuse of services. VPC consultations are required to be scheduled 3-hours in advance and by appointment ONLY. No children under the age of 2.

THIS IS NOT INSURANCE.



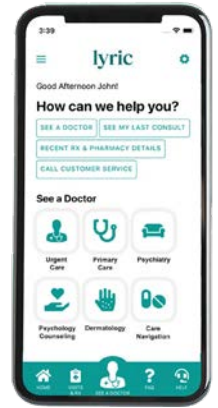
LYRIC HEALTH
VIRTUAL CARE VISITS

GET STARTED WITH lyric

Account Registration is required for use for all services.

To activate your account, have the Primary Member's:

- Last Name
- Date of Birth
- Zip Code



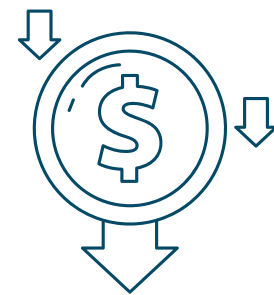
Accessing your Virtual Care is Simple.

Visit the Lyric Website at [the link in the member guide](#) or download the Lyric App from the App Store or Google Play Store. You can also scan the QR code in your guide.



QUICK ACCESS NUMBERS

- > **Call the # in your guide**
Virtual Primary Care
Virtual Urgent Care
- > **Call the # in your guide**
Counseling and Support Services
- > **Call the # in your guide**
Care Navigation



Virtual Care offers members drastic cost savings over traditional urgent care visits or emergency room visits.

Follow the prompts to activate and register yourself and your dependents. You can add up to 6 additional dependents aged 18 and over. Dependents age 18 and over are prompted to setup their own account prior to use.

Through instant text and push alerts, users can seamlessly participate in video or audio sessions via web browsers or the mobile app, which is accessible across all devices, eliminating the need for any specific downloads.



LYRIC HEALTH
VIRTUAL CARE VISITS

Pharmacist Help Desk:
1.800.481.0605

RX Member Services:
1.800.974.3454

Pet RX Member Services:
1.800.866.0514

Prescription Discounts

Good for Acute Medications & for Pet Medications.

Download your **FREE** Prescription Discount Card on the member portal: <https://members.benboost.com>

This nationally recognized Prescription Discount Program provides discounts on ALL FDA approved prescription drugs. There are no limited drug lists, no waiting periods or deductibles and your Discount Drug Card is active the moment you present it to the pharmacy.

QUICK FACTS

- > Using web tool, locate participating pharmacy, view discounted price and research drug & cost effective alternatives
- > Good at over 54,000 participating pharmacies nationwide
- > Prescriptions for you & your pets

Your Discount Drug Card is widely accepted at over 54,000 participating pharmacies across the United States, including all national and regional chains, pharmacy associations, as well as many of your local community pharmacies. If your community pharmacy is not enrolled, ask them to contact Paramount RX® member services at 1-800-974-3454; we always welcome new participation.

Significant Savings

On average, you'll **save 15% off the cash price for Brand drugs and 40% off Generic drugs**. In the event a pharmacy's price is lower than our discounted price you will always receive the lowest price available.

This plan applies to your entire family. Everyone deserves to save. All family members are eligible for this benefit. Please present your card every time you need to fill a prescription for instant savings. There are absolutely no restrictions.

**This is not insurance discount only.
Process all claims electronically.**

Prescriptions Discounts with Paramount RX® are not affiliated with Lyric Health.



PET MEDICATION DISCOUNTS

Because of the many different types of pet medications there are several ways you can access savings. Approximately 50% of all prescriptions that pets take are actually human drugs that can be filled at your local pharmacy.

After receiving your written prescriptions from your vet, you can visit your local pharmacy with your Digital Pet Prescription Plan Card - and they will assist in filling them. You can also call Paramount RX's service team at 1.800.866.0514 and they can provide guidance on how to go about obtaining your pets' medications.

For pet specific medications, like Frontline and Heartgard, as well as specialty pet medications, please call the Paramount RX® service team for pricing and ordering your pets' meds. You can find all of this information as well as participating pharmacies, prescription prices using the web tool link.

Accessing the Web Tool is Simple.

Use the link below and on your Digital ID card to access Paramount RX® Web Tool.



<http://paramountrx.com/client/benefitboost/>



<http://paramountrx.com/client/bbpetmed/>

Participating Pharmacies

Your card is accepted at **over 54,000 pharmacies nationwide**. If your local pharmacy is not a participating provider, please have them contact RX member services to obtain the proper enrollment materials. The list below shows just some of the most recognized pharmacies in the network.

Albertsons

EPIC

Longs

Sav-On

Walmart

A&P

Giant Eagle

Marc's

Supervalu

Wegmans

Bi-Lo

HEB

Meijer

Target

Winn Dixie

Costco

HY-Vee

Osco

Tops

CVS

Kmart

Rite Aid

United

Duane Reade

Kroger

Safeway

Walgreens



PARAMOUNT RX®
DISCOUNTS

We Care.

We offer knowledgeable & Caring Customer Service.

Our customer service department is always willing to go the extra mile to help a customer understand the Benefit Boost Subscription services and discounts provided in their membership. We value our members and our experienced staff will provide members understanding of their membership and products, help with billing issues, cancellations, address or email changes and much more.

We also provide a Member Portal for the member to be able to access their product information including the following:

LOCATE YOUR MEMBERSHIP...

- > Member Guide
- > Digital ID Cards
- > How To Use Section
- > Links for Certain Services
- > Monthly Subscription Cost
- > Copy of Enrollment Application

HOW TO REGISTER ON THE MEMBER PORTAL:

members.benboost.com

Select **REGISTER HERE** under the Forgot your Password under the Log in Button. Once you register and create your password, you will get an email to finalize registration. Once the registration is finalized, you will be able to access the Member Portal. HealthyAmerica is constantly updating and improving the Member Portal to make accessing your membership as simple as possible.

CALL WHEN YOU NEED CUSTOMER SERVICE

866-438-4274





BENEFIT BOOST REFUND / CANCELLATION POLICY

BENEFIT BOOST SUBSCRIPTION DUES

Any quotation or price information of Benefit Boost Subscription dues is without obligation and subject to change with a thirty (30) day notice. Notice may be by mail at last known mailing address or by last known email address. **It is your responsibility to check the transactions occurring on your account every month and to cancel with the Third Party Billing Administrator (TPA) when desired.** Every month we pay for the membership services on your behalf, whether you use the membership services. Please refer to our Refund Policy for details on refunds.

The TPA for Benefit Boost is SOC 1, SOC 2 and PCI-DSS certified. Note that on your bank statements or credit card statements it will show UBAGAP8664384274 for all transactions.

Terms, Conditions & Privacy Notice.
Get to know your membership details.

VIEW TERMS & CONDITIONS
<https://benefitboost.com/bbtandc.html>

VIEW PRIVACY NOTICE
<https://benefitboost.com/privacy.html>

REFUND & CANCELLATION POLICY

We offer a refund policy on all Benefit Boost Subscription plans whereby if you are not satisfied, you may cancel and a refund will be issued if the cancellation occurs within the first thirty (30) days. We want you to be 100% satisfied with your Benefit Boost benefits and services.

TO CANCEL CONTACT:

Healthy America / H A Partners, Inc.
Third-Party Billing Administrator (TPA) for Benefit Boost plans
409 W Vickery Blvd Fort Worth, TX 76104
1-866-438-4274

You cancel by any one of these methods:

Email: info@benefitboost.com
Phone: 866-438-4274 (M-Thurs 8am-5pm or Fri 8am-1:30pm CST)
Online Form: <https://benefitboost.com/billing.html>
Member Portal: <https://members.benboost.com>
Fax: 817-335-1270

Please do not cancel through your agent. Canceling direct with the TPA will ensure that your cancellation is processed correctly. Once a cancellation request is made, our team will send a confirmation cancellation notice by email.

BILLING*, FULFILLMENT, & CUSTOMER SERVICE PROVIDED BY:



**Billing is administered through the Third Party Administrator of H A Partners, Inc. or HealthyAmerica (depending on state).*

Terms, conditions and privacy notice for Benefit Boost can be reviewed at benefitboost.com. Some services or discount programs in membership may not be available in all states. All Benefit Boost Subscription products and services are not insurance.



ABOUT BENEFIT BOOST
SUBSCRIPTION PRODUCTS

EXPLORE THE BENEFIT BOOST UNIVERSE

While we believe that you will be pleased with your overall membership product, we cannot, however warrant or guarantee the performance of any service. Services and product cost are subject to change. For billing, customer service, fulfillment or membership questions, contact 866-438-4274.



A Benefit Boost Subscription



Lyric Health Virtual Primary Care
SampleGuide_v5.24

HealthyAmerica | 409 W Vickery Blvd Fort Worth, TX 76104 | 866.438.4274 | info@benefitboost.com | benefitboost.com