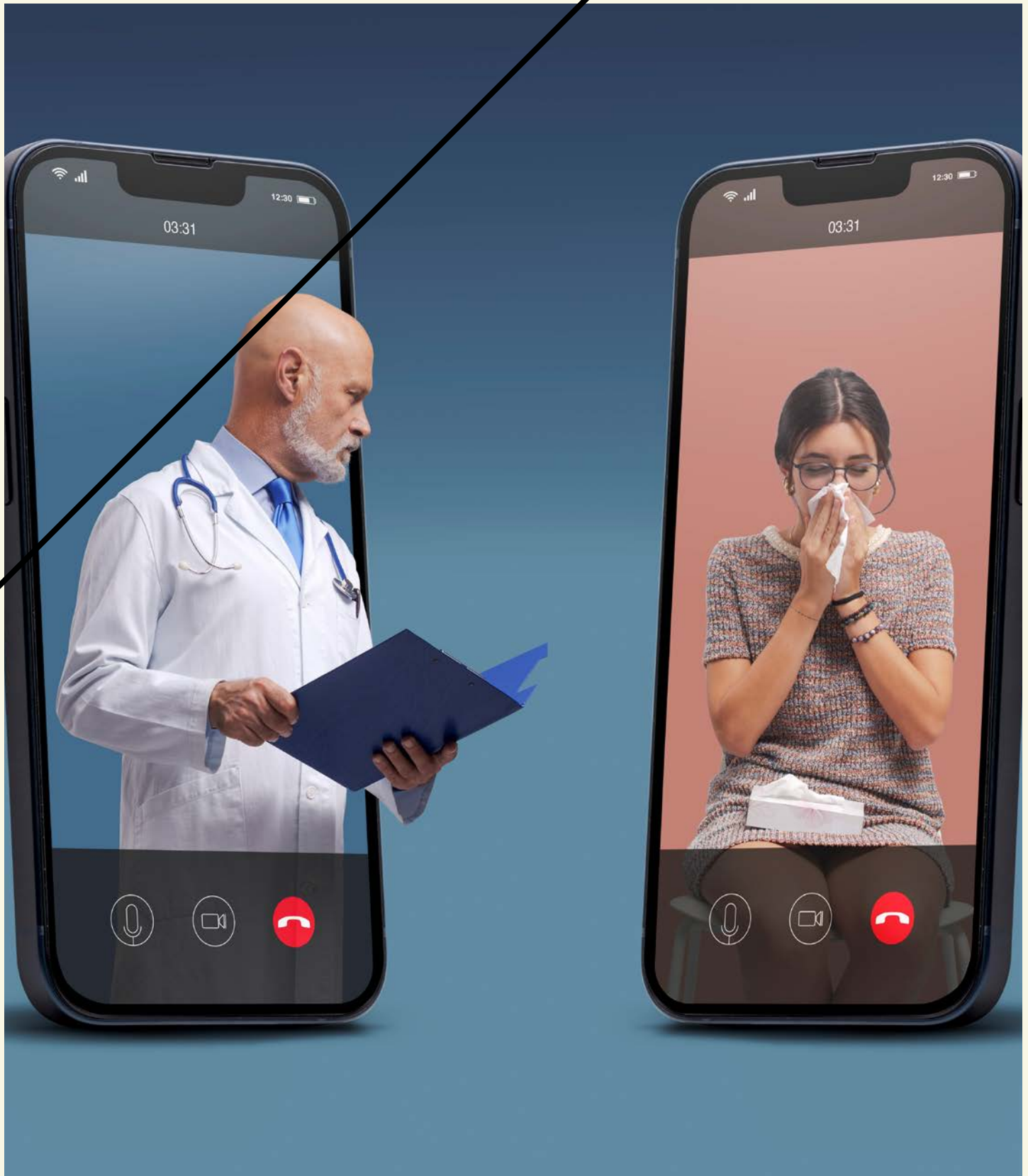


LYRIC HEALTH VIRTUAL PRIMARY CARE

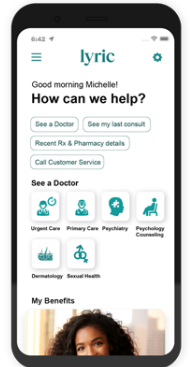
Lyric Health VPC
Sample v0525



Expert Care, No Commute: Revolutionizing Primary Care Access!

CONVENIENCE MEETS CARE: PRIMARY CARE, ANYTIME, ANYWHERE!

Welcome to the Lyric Health Virtual Primary Care Subscription Program



Welcome to the future of healthcare with Lyric Health's Virtual Primary Care, a comprehensive service that redefines the traditional approach to primary care. Designed to enhance patient experience and accessibility, Lyric Health offers a unique membership program through the Benefit Boost that connects you to board-certified physicians nationwide for a seamless healthcare journey.

Lyric Health's Virtual Primary Care provides an exceptional opportunity to build an ongoing relationship with a healthcare provider dedicated to your wellness. Through this program, you can connect with a physician virtually, ensuring that your healthcare needs are addressed efficiently and conveniently.

NATIONWIDE ACCESS TO PHYSICIANS



Speak with board-certified physicians across the country. Whether you are in a bustling city or a remote location, expert medical advice is just a call or click away.

CONVENIENT PRESCRIPTIONS



When medically necessary, prescriptions* can be sent directly to your preferred pharmacy, making it easier to manage your medications.

COMPREHENSIVE CARE OPTIONS



Choose a Primary Care Physician for your Virtual Primary Care visits. Enjoy additional services like an Annual Chemistry Lab Panel, Virtual Urgent Care Visits, Virtual Telephonic Counseling, and Virtual Dermatology Visits.

*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. (For Virtual Psychiatry: Prescriptions are not guaranteed.)

VIRTUAL VISIT SERVICES

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.

Description of Service	Service Details
Virtual Primary Care	<p>Consultations for Virtual Visits - \$0 Access Fee.</p> <p>Consultations for Virtual Primary Care, available Monday to Friday, 7:00am - 7:00pm, as soon as within 3 hours of your request.</p> <p>Diagnostic consultations are available by phone or video for evaluations, diagnosis, and prescriptions* (if appropriate).</p>
Annual Chemistry Labs	<p>VPC also includes once-a-year (1) adult male and/or (1) adult female chemistry lab panel - \$0 Access Fee.</p> <p>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).</p> <p><i>(All other labs are available for the member to pay the discounted cash price or through their insurance.)</i></p>
Virtual Urgent Care	<p>Consultations for Virtual Visits - \$0 Access Fee.</p> <p>Visits are available 24/7, 365 days a year.</p> <p>Diagnostic consultations are available by phone or video for evaluations, diagnosis, and prescriptions* (if appropriate).</p>
Virtual Talk Therapy	<p>Consultations for Virtual Visits - \$0 Access Fee.</p> <p>24/7 Access to Master's Level Counselors for supportive counseling and follow-up sessions. (100% follow-up with original counselor.)</p> <p>Sessions available via Telephone or Video - need to be scheduled via the Lyric App. Custom Referral (if needed) to medical, behavioral health plans or community support.</p>
Virtual Psychology	<p>Consultations require a consultation Access Fee.</p> <p>One-to-one sessions with Licensed Psychologist.</p> <p>Consultations can be scheduled for M-F, 8 am -5 pm CST.</p>
Virtual Psychiatry	<p>Consultations require a consultation Access Fee.</p> <p>One-to-one sessions with a Licensed Psychiatrist to diagnose, treat, conduct psychotherapy and prescribe medications* for a range of mental health disorders, as necessary.</p> <p>Consultations can be scheduled for M-F, 8 am - 5pm CST.</p>
Virtual Dermatology	<p>Consultations - \$0 Access Fee for the first 3 sessions. Additional consultations beyond the 3 free sessions per family per year are available at a discounted rate.</p> <p><i>(Video consultations are required for members in the following states: AR, AZ, IA, ID, & Is scheduled for a specific time with a specific provider based on his/her availability.)</i></p>

Eligibility & Other Information	Details
Available Nationwide	Access care from anywhere in the United States.
Message a Specialist	<p>Unlimited access to board certified physicians, pharmacists, dentists, dietitians, and fitness experts who provide personal answers to all health-related questions.</p> <p><i>(Log in to the portal and message a specialist. Answers will be sent within 24 hours.)</i></p>
24/7 Care Coordination	Our Care Coordinators assist with triage, updating your Electronic Health Record (EHR), and ensuring seamless communication between you and your healthcare providers.
Bilingual Care Navigation Team	A dedicated team offering support in multiple languages, helping you navigate referrals and specialist appointments.
Age Requirements	No children under the age of 2.

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A NEW ERA IN HEALTHCARE

THE RISE OF VIRTUAL PRIMARY CARE

Primary care serves as the cornerstone of the healthcare system, providing patients with accessible, comprehensive, and continuous care. As the first point of contact for individuals seeking health services, primary care practitioners manage a broad spectrum of health issues and coordinate further specialized care when necessary. Traditionally, primary care has been delivered through in-person visits at clinics or hospitals. However, with advancements in technology and changing patient needs, virtual primary care has emerged as a viable and increasingly popular option.

What is Primary Care?

Primary care encompasses a range of services that aim to maintain health, manage chronic conditions, and treat acute illnesses. It is typically provided by general practitioners, family physicians, internists, or pediatricians.

Key Components of Primary Care Include:

▲ PREVENTIVE CARE	Regular check-ups, screenings, and immunizations to prevent illness.
▲ DIAGNOSIS AND TREATMENT	Identifying and managing common medical conditions.
▲ HEALTH EDUCATION	Providing information to help patients make informed health decisions.
▲ CHRONIC DISEASE MANAGEMENT	Ongoing care for condition like diabetes, hypertension, and asthma.
▲ COORDINATION OF CARE	Referral to and collaboration with specialists as needed.

The Evolution to Virtual Primary Care

Virtual primary care represents a transformation in how healthcare services are delivered, leveraging digital platforms to provide care remotely. This model offers several advantages, making healthcare more accessible and convenient for patients.



ACCESSIBILITY

Virtual primary care eliminates geographical barriers, allowing patients to connect with healthcare providers from anywhere. This is particularly beneficial for individuals in rural or underserved areas.

CONVENIENCE

Patients can schedule appointments at times that fit their busy lifestyles, reducing the need for travel and time off work.

CONTINUITY OF CARE

Patients can choose to have follow-up appointments virtually, maintaining a consistent relationship with their primary care provider.

EFFICIENCY

Virtual consultations often lead to quicker diagnosis and treatment, as patients can promptly discuss symptoms with their provider.

COST-EFFECTIVENESS

Virtual care can reduce overhead costs for healthcare facilities and potentially lower costs for patients, as there is no need for physical infrastructure.

Choosing Between Traditional and Virtual Primary Care

When deciding between traditional and virtual primary care, patients should consider their personal health needs, lifestyle, and comfort with technology. Some might prefer the personal touch of in-person visits, while others may value the convenience and flexibility of virtual consultations.

In conclusion, virtual primary care is reshaping the landscape of healthcare by offering a flexible, efficient, and accessible option for patients. As technology continues to evolve, it is likely that virtual care will become an integral part of the primary care ecosystem, complementing traditional practices and expanding the reach of healthcare services.



HOW TO ENROLL IN LYRIC HEALTH VIRTUAL PRIMARY CARE

Embarking on your hassle-free healthcare journey with Lyric Health Virtual Primary Care is a straightforward process designed to provide you with personalized and accessible healthcare solutions. By opting to enroll, you are selecting a smooth healthcare experience that focuses on your well-being. This choice simplifies the complexities of conventional healthcare systems and provides you with direct access to a network of committed virtual healthcare professionals. This journey not only ensures peace of mind but also empowers you to take charge of your health with confidence and ease. Let's get started!

COMPLETE SIMPLE ENROLLMENT ONLINE

Complete the simple enrollment yourself at:

<https://enroll.benboost.com>

IMPORTANT PHONE #s

Questions on Program

Call this number: **866-438-4274**

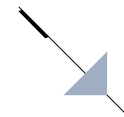
Enroll with Agent Assistance

Call this number: **866-438-4274**

Enrollment is straightforward. Fill out the enrollment application, provide your payment details, and you'll receive a verification email. After reviewing, accepting, and e-signing the application, your enrollment is complete! It's as easy as that.

Important Notice: While agents can help you with the initial steps of enrollment, you are required to complete the verification and e-signature on your own. Make sure to use a good email address as this is how you receive your email verification link and all fulfillment materials.

Important Disclosures



Benefit Boost Subscription Notice:

Please read this guide carefully. This is not insurance. This is a brief description of a virtual primary care, virtual urgent care, virtual dermatology, 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. Furthermore, this is not a Medicare prescription drug plan. Not all services are available in all states.

Pricing and Subscription Details:

Any quoted prices or information regarding the Benefit Boost Subscription membership dues are non-binding and may change with a thirty (30) day notice. Notifications can be sent via mail to your most recent mailing address or through email to your last registered email address. It is your responsibility to monitor the transactions on your account each month and to cancel with the Third Party billing Administrator (TPA) when you wish. Each month, we cover the cost of the membership services on your behalf, regardless of whether you utilize them. For details on refunds, please refer to our Refund Policy. The TPA for Benefit Boost holds SOC 1, SOC 2, and PCI-DSS certifications. Please note that on your bank or credit card statements, the billing descriptor will appear as UBAGAP8664384274, where the number 8664384274 corresponds to our phone number.

Refund & Cancellation Policy:

We offer a refund policy on all Benefit Boost Subscription programs. 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 the TPA:

HealthyAmerica / H A Partners, Inc.
409 W Vickery Blvd, Ft Worth TX 76104
1-866-438-4274

Cancellation Methods:

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

Please do not cancel through your agent. Canceling directly 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. While we believe that you will be pleased with your overall membership product, we cannot warrant or guarantee the performance of any service. Services and product costs are subject to change. For billing, customer service, fulfillment, or membership questions, contact 866-438-4274.

Important Disclaimer Regarding Third-Party Liability Waiver:

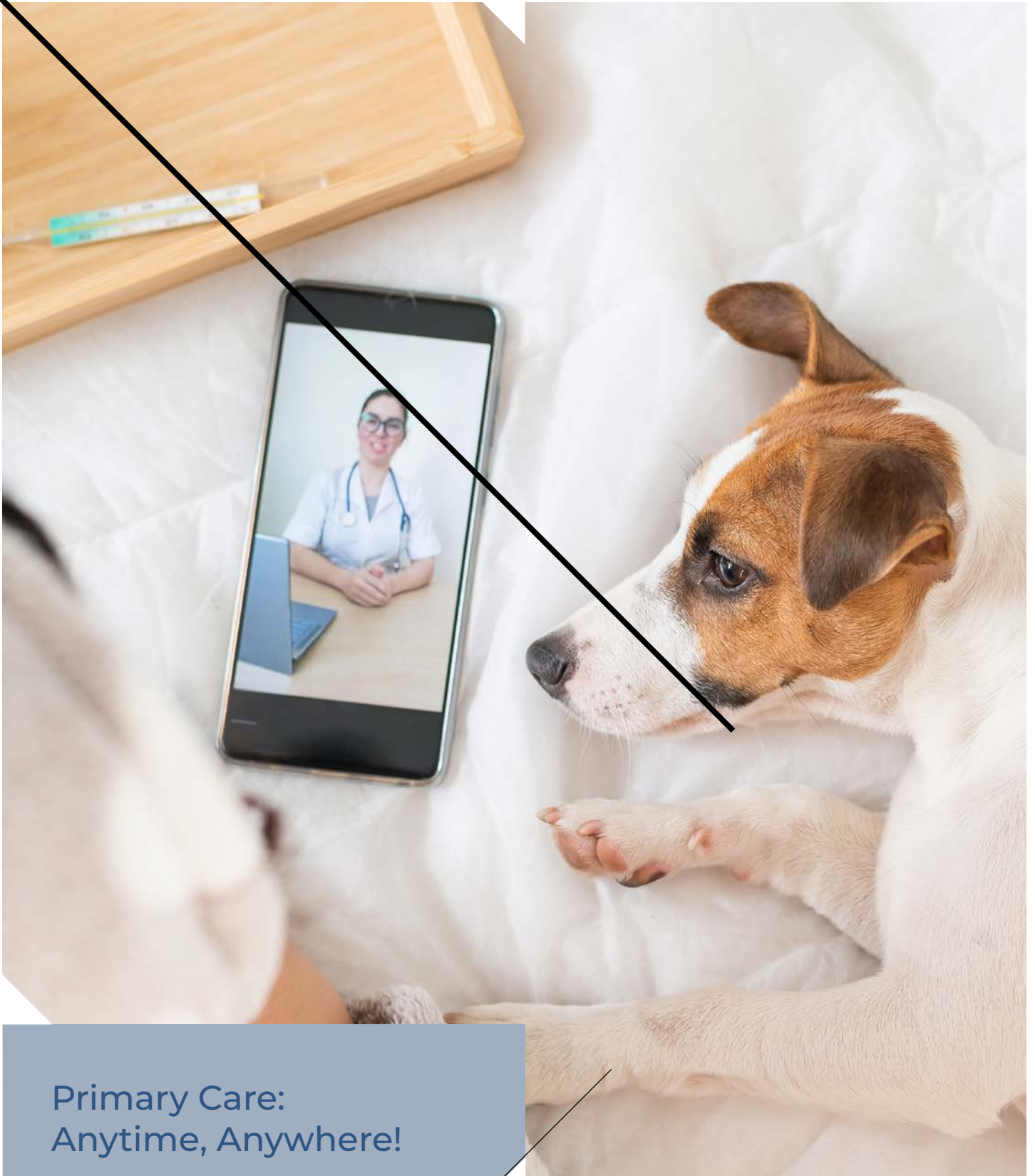
Healthy America Insurance Agency, Inc. (HealthyAmerica) and H A Partners, Inc. (HAPI)

Healthy America and H A Partners, Inc. disclaim any liability related to services provided through Lyric Health, including decisions made by medical professionals regarding medication prescriptions and referrals to in-person consultations. The virtual nature of these services may not be suitable for all medical conditions, and users must acknowledge that some conditions require in-person evaluation and treatment. These services are intended to support, not replace, the patient-physician relationship, and should not be used as a substitute for emergency medical treatment. By using Lyric Health services, users agree to release Healthy America and H A Partners, Inc. from any claims or liabilities arising from these services. For further inquiries, users are encouraged to contact the support team.

Lyric Health 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.

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Primary Care:
Anytime, Anywhere!

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