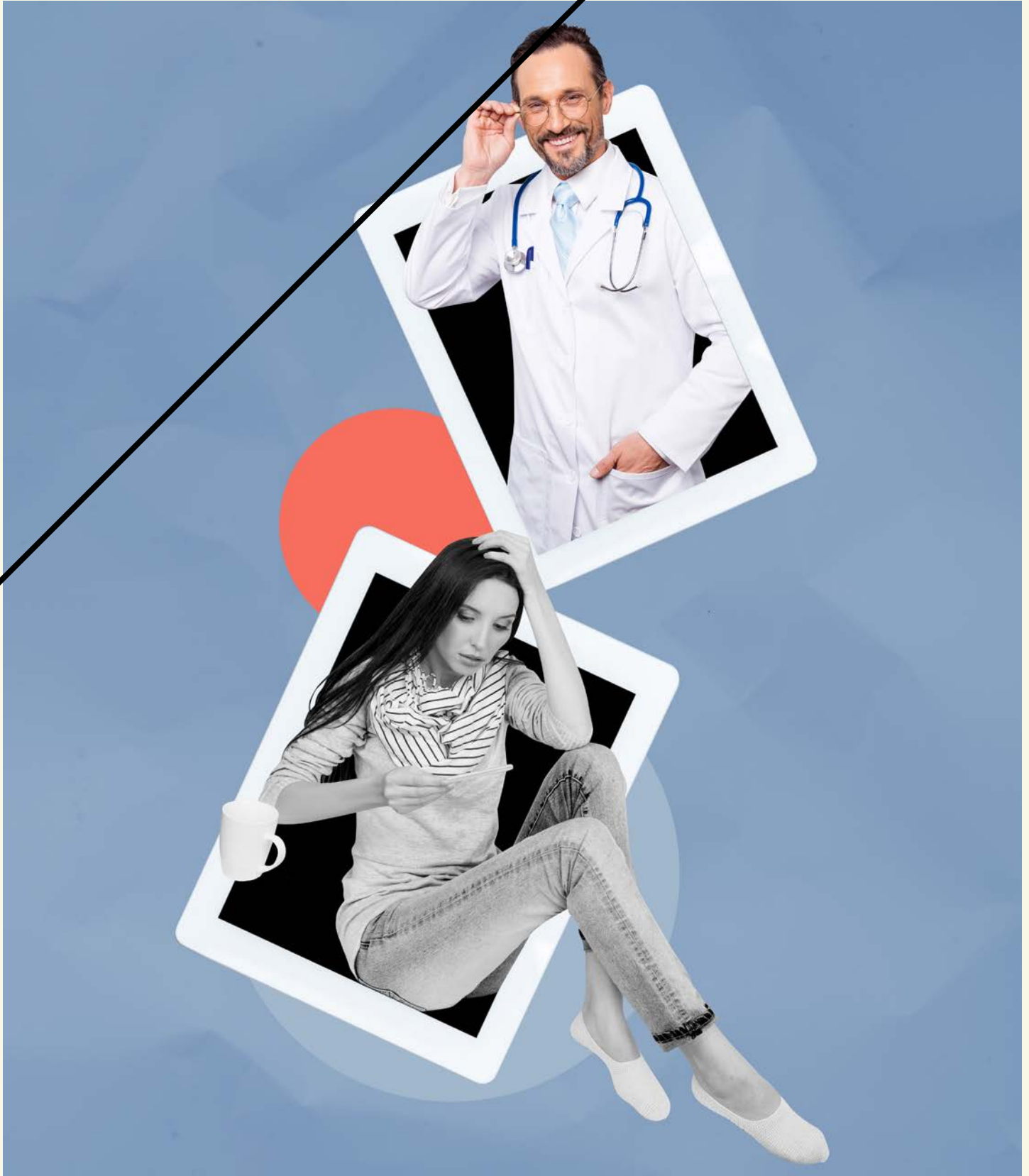


LYRIC HEALTH VIRTUAL VISITS

Lyric Health Virtual Visits
Sample v0525



Your Health, Our Priority: Personalized Care, Virtually Delivered!

YOUR HEALTH, YOUR SCHEDULE, ANYTIME, ANYWHERE!

Welcome to the Lyric Health Virtual Visits Subscription Program



In today's fast-paced world, accessing healthcare services conveniently and efficiently has become a priority for many. Lyric Health is at the forefront of this movement with its innovative Virtual Visits membership program. This program aims to enhance the healthcare experience by offering a range of services that cater to both physical and mental health needs.

VIRTUAL URGENT CARE VISITS



One of the standout features of this program is the Virtual Urgent Care visits. These visits allow members to consult with healthcare professionals from the comfort of their homes. Whether it's a minor injury, an unexpected illness, or a medical question, virtual urgent care offers prompt and effective solutions, reducing the need for in-person visits to crowded clinics or emergency rooms.

VIRTUAL TALK THERAPY VISITS



Mental health is as important as physical health, and Lyric Health recognizes this by including Virtual Talk Therapy in this program. These sessions provide individuals a safe and confidential space to discuss their thoughts, feelings, and challenges with a professional. The flexibility of virtual therapy allows for regular sessions without the hassle of travel, making it easier to maintain mental wellness.

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 Urgent Care	Consultations for Virtual Visits - \$0 Access Fee. Visits are available 24/7, 365 days a year. Diagnostic consultations are available by phone or video for evaluations, diagnosis, and prescriptions* (if appropriate).
Virtual Talk Therapy	Consultations for Virtual Visits - \$0 Access Fee. 24/7 Access to Master's Level Counselors for supportive counseling and follow-up sessions. (100% follow-up with original counselor.) 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.
Virtual Psychology	Consultations require a consultation Access Fee. One-to-one sessions with Licensed Psychologist. Consultations can be scheduled for M-F, 8 am -5 pm CST.
Virtual Psychiatry	Consultations require a consultation Access Fee. 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. Consultations can be scheduled for M-F, 8 am - 5pm CST.

Eligibility & Other Information	Details
Available Nationwide	Access care from anywhere in the United States.
No Access Fees	Enjoy virtual visits for virtual urgent care and virtual talk therapy at no extra cost with your membership. (Virtual Psychology and Virtual Psychiatry however require consultation fees to access these services)
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.

*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.)



A NEW ERA IN HEALTHCARE

THE RISE OF VIRTUAL DOCTOR VISITS

The world of healthcare is undergoing a significant transformation, driven by technological advancements and the increasing demand for more accessible and flexible medical services. Virtual doctor visits and virtual counseling are at the forefront of this change, offering patients unprecedented convenience and comprehensive care without the need to leave their homes.

What are Virtual Doctor Visits?

Virtual doctor visits, also known as telemedicine or telehealth, allow patients to consult with healthcare professionals via phone and video calls. This service covers a wide range of health concerns, from common ailments like colds and allergies to more serious conditions requiring specialist attention. The main appeal of virtual doctor visits lies in their ability to provide timely medical consultations, often without the need to schedule an appointment days or weeks in advance.

Benefits of Virtual Doctor Visits

▲ CONVENIENCE

Patients can access medical care from the comfort of their home, saving time and avoiding travel.

▲ ACCESSIBILITY

Virtual visits break down geographical barriers, providing care to those in remote or under served areas.

▲ FLEXIBILITY

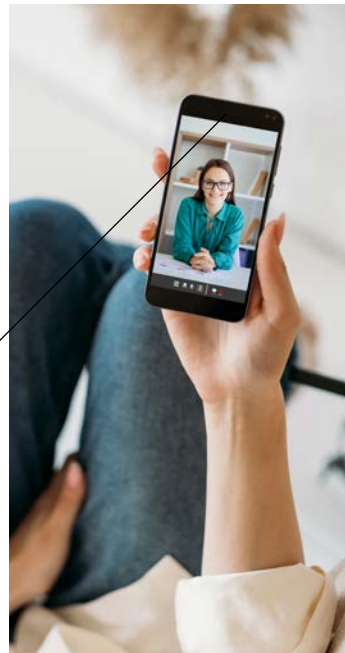
With 24/7 availability, patients can receive care when it suits them, including outside of traditional office hours.

▲ COST-EFFECTIVENESS

Virtual visits often come at a lower cost compared to in-person consultations, especially when transportation and time off work are considered.

The Emergence of Virtual Counseling

Just as telemedicine is revolutionizing physical healthcare, virtual counseling is transforming health services. Through virtual talk therapy, individuals can connect with licensed counselors and therapists to address issues such as anxiety, depression, stress, and relationship problems. This approach not only makes mental health care more accessible but also reduces the stigma associated with visiting a therapist's office.



PRIVACY

Individuals can engage in therapy sessions from their own space, ensuring a level of comfort and confidentiality.

REDUCED STIGMA

By removing the need for in-person visits, virtual counseling can help mitigate the stigma often associated with seeking mental health services.

CONTINUITY OF CARE

Virtual counseling allows for consistent and ongoing support, which is crucial for effective mental health treatment.

The Future of Healthcare

As technology continues to evolve, the potential for virtual healthcare services will only expand. With the integration of artificial intelligence, wearables, and advanced data analytics, both virtual doctor visits and counseling are poised to become even more effective and personalized. This shift promises not only to enhance patient outcomes but also to create a more resilient and responsive healthcare system.

In conclusion, virtual doctor visits and virtual counseling represent a significant leap forward in how healthcare is delivered. By offering greater accessibility, convenience, and cost-effectiveness, these services are transforming the landscape of medical and mental healthcare, making it easier for individuals to prioritize their well-being in an increasingly demanding world.



HOW TO ENROLL IN LYRIC HEALTH VIRTUAL VISITS

Embarking on your hassle-free healthcare journey with Lyric Health Virtual Visits 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**

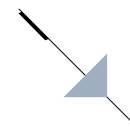
Enroll with Agent Assistance

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 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. 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:

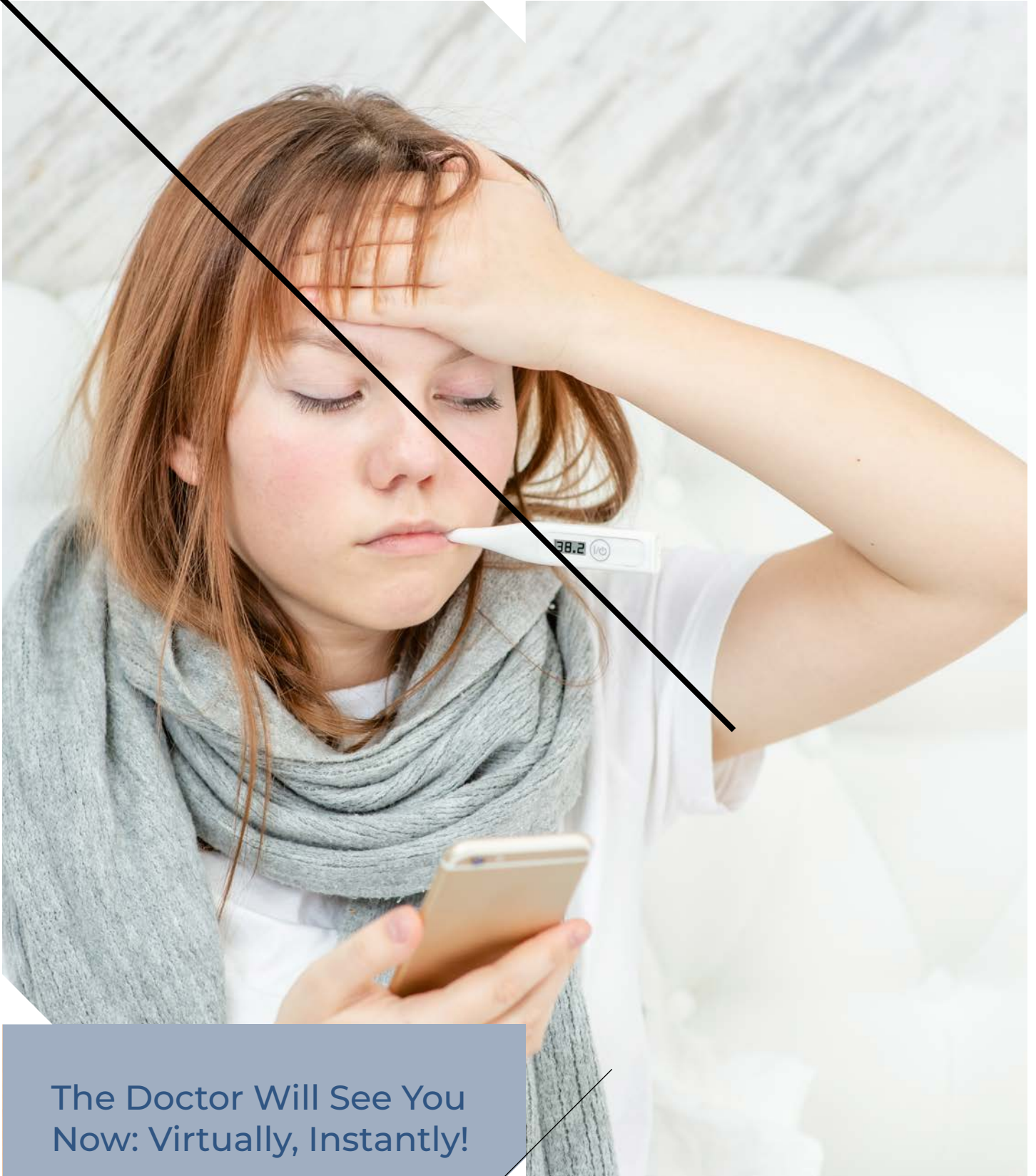
Healthy America Insurance Agency, Inc. (HealthyAmerica) and H A Partners, Inc. (HAPI)

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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The Doctor Will See You
Now: Virtually, Instantly!

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