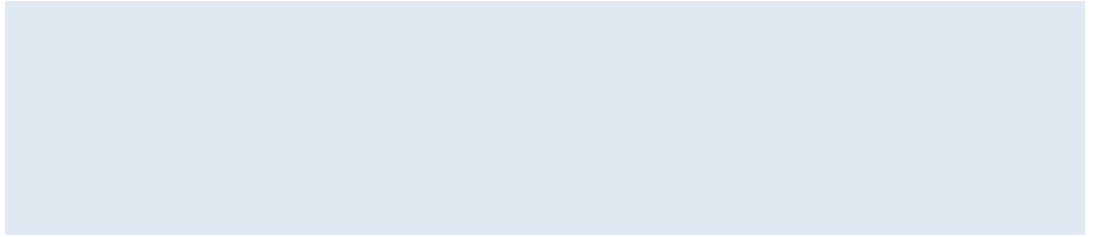
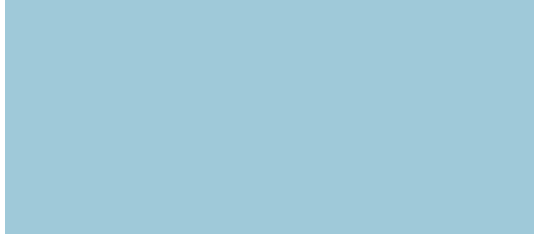
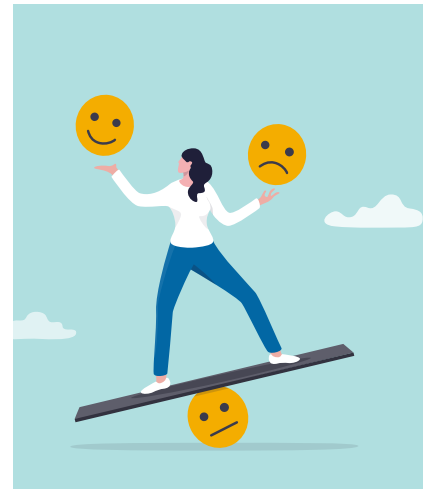
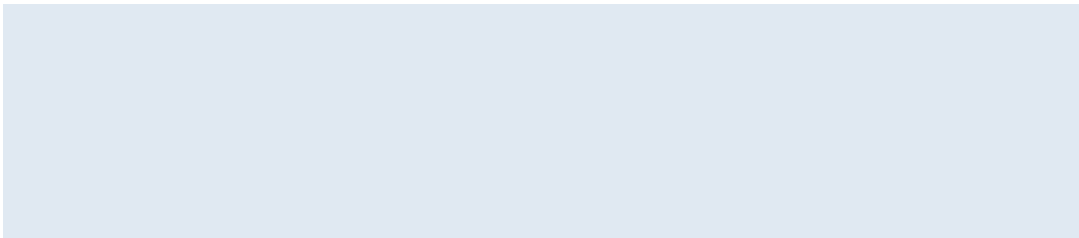


EXPLORE & ENHANCE SUBSCRIPTION



# VIRTUAL VISITS

**VIRTUAL URGENT CARE VISITS. VIRTUAL TALK THERAPY VISITS.**





## About Virtual Visits with Lyric Health

Convenient, immediate and helps you save time.

The Virtual Urgent Care and Virtual Talk Therapy program offers access to speak with a board-certified physician virtually nationwide and when medically necessary, get prescriptions\* sent directly to your pharmacy. This convenient program allows you to seek medical care 24/7 and 365 days a year.

### 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.

### 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 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.***

*Healthy America & Lyric Health are separate legal entities and have sole financial responsibility for their own products.*

**Available in:** All 50 U.S. States

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



LYRIC HEALTH  
VIRTUAL CARE VISITS

# SERVICES INCLUDED WITH LYRIC HEALTH VIRTUAL CARE VISITS

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VIRTUAL PSYCHIATRY	PG 7
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LYRIC HEALTH  
VIRTUAL CARE VISITS

# lyric

## Virtual Urgent Care & Talk Therapy Visits

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



Lyric Health offers 24/7 access to Board-certified physicians either a phone call or click away, including mental health services. No long waits to get in to see the doctor and no time off work. 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](http://www.getlyric.com) for full terms and conditions.



### ADDITIONAL SERVICES AVAILABLE

Members can also access the following services for an additional cost for sessions:

- Virtual Psychiatrist PG 7
- Virtual Psychologist PG 8

Learn more about these services by going to the page numbers listed above.

### 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 CARE VISITS

# Virtual Urgent Care Visits

Receive the care you need from anywhere, at any time.

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\*

## 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.



## 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.

*\*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 CARE VISITS

# lyric

## 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 CARE VISITS

# lyric

## 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**<sup>^</sup>.

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.



<sup>^</sup>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.**



### EXAMPLES OF VIRTUAL PSYCHIATRY SERVICES

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



LYRIC HEALTH  
VIRTUAL CARE VISITS

# lyric

## 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<sup>^</sup>**.

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 - 5 pm 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.



<sup>^</sup>A consultation fee applies.



### EXAMPLES OF VIRTUAL PSYCHOLOGY SERVICES

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



LYRIC HEALTH  
VIRTUAL CARE VISITS

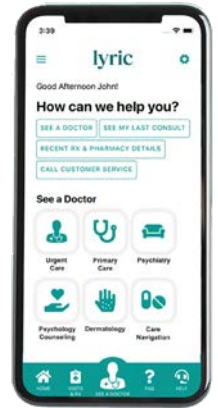


# GET STARTED

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



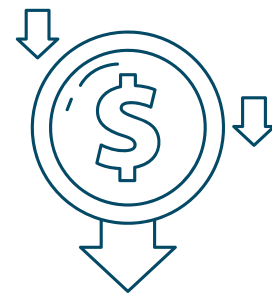
## Accessing your Virtual Care is Simple.

Visit the Lyric Website at [the link in your 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 Urgent Care including  
Virtual Psychiatry & Psychology services
- > **Call the # in your guide**  
Counseling and Support Services



**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. 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

## We Care.

We offer knowledgeable & Caring Customer Service.

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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.

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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](https://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.

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### 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](mailto: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

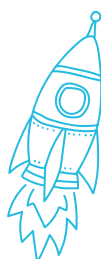
*Please do not cancel through your agent. Canceling direct with the TPA will ensure that your cancellation is processed correctly. Once a cancellation request is made, our team will send a confirmation cancellation notice by email.*

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](https://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 Care Visits  
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