

# WELCOME LETTER



Welcome to your new Lyric Health Virtual Care and Prescription benefits program!

Please take a few minutes to go over the information contained in this letter and retain the enclosed ID cards.

Take the following actions to register with Lyric Health and add your dependent(s) to your coverage.



**Adding dependents to your LYRIC HEALTH PLAN:**

- Visit <https://portal.getlyric.com> or call 866-223-8831.
- Have the primary member's date of birth, first name and last name available.
- Follow the prompt to add dependent information. All dependents over the age of 18 will be emailed their personal account credentials to register once added under the primary member's account.



## Lyric Health Virtual Urgent Care & Behavioral Health

Lyric Health offers 24/7 access to Board-certified physicians either a phone call or click away. Physicians can diagnose many common non-emergency condition symptoms, recommend treatment options, and prescribe medication when medically appropriate. Common Conditions include:

- Cold & Flu Symptoms
- Allergies
- Respiratory Infection
- Sinus Problems
- Dermatology Problems
- Bronchitis
- Urinary Tract Infection

**Account registration is required for use for all services.**

**To register, call 866-223-8831 or visit <https://portal.getlyric.com>.** Please have the primary member's last name, date of birth, and zip code available to activate your account. Follow the prompts to activate and register yourself and your dependents. Added dependent of the age 18 and over are prompted to setup their own account prior to use.

### **Virtual Urgent Care**

Once account registration is complete, a consultation with a doctor can be requested 24/7 by calling the toll free number above or logging into your account. Diagnostic consultations are available by phone or video for evaluations, diagnosis, and prescriptions if appropriate. Virtual Urgent Care Consultations by phone or video are free of charge. There is also the convenient informational consultation & ask the doctor options available by phone or email for general medical questions at no cost. Informational consultations will NOT provide a diagnosis or prescription.

During the consultation scheduling process, you will complete/update your EHR (Electronic Health Record). Your medical history provides Lyric Health 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, and with your consent, will provide information about your consults to your primary care physician.

### **Virtual Psychologist Service\***

Members can speak with a licensed Psychologist in one-to-one session(s) to assess symptoms and evaluate medical, psychological and family history to determine a productive treatment plan. Issues include:

- Depression
- Addiction
- Stress Management
- Sinus Problems
- Life Changes
- Grief and Loss
- Relationship Issues

Once account registration is complete, a phone or video visit with a psychologist can be requested 24/7 by calling the toll-free number above or logging into your account. \* A consultation fee applies.

### **Virtual Psychiatrist Service\*\***

Members can connect with U.S based, board-certified Psychiatrists who can diagnose, treat, conduct psychotherapy and prescribe medications for a range of mental health disorders as necessary. Issues include:

- Anxiety
- Depression
- Trauma & PTSD
- Panic Disorders
- Bipolar Disorders
- Addictive Behaviors
- Panic Disorders

Once account registration is complete, a consultation with a psychiatrist can be requested via phone or video 24/7 by calling the toll free number above or logging into your account. \*\* A consultation fee applies. Prescriptions are not guaranteed.

### **Telephonic Counseling and Support**

Telephonic Counseling provides confidential, unlimited consultation, counseling and referral services for members. These include:

- 24/7 access to Master's Level Counselors
- No co-pay or fee
- Immediate crisis support
- Comprehensive problem assessment
- 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. **Call 855-399-5547 for counseling and support services**

### **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.**

**THIS IS NOT INSURANCE**