

Virtual Urgent Care Program

The Next Generation in Healthcare

Virtual First!!

Affordable, Timely Access to Medical and Mental Healthcare WITH OR WITHOUT INSURANCE.



OnCall powered by Lyric Health is a Virtual First leader in gaining affordable, timely access to medical and mental healthcare. Our program is not insurance and provides access to medical doctors and mental health counselors in all 50 states with treatment available in English and Spanish. Below is a partial list of the features of these two services combined in one program.

VIRTUAL URGENT CARE-MEDICAL

- 24/7/365 access to a national network of US board-certified physicians.
- \$0 charge for the consultation. Only pay the small monthly membership fee.
- The program covers the primary member (must be 18 or older) and up to 7 additional household members.
- The Consultations are guaranteed within 2 hours following the submission and approval of the request. The average time for a return call from a doctor is less than 20 minutes.
- Consultations can be completed via phone, smartphone app, or through the member's membership portal from the comfort of your home, office or, wherever you are. Video calls are available for each consultation.
- If deemed appropriate, by the attending physician, a RX can be submitted to your pharmacy of choice.
- A Rx Discount program is also available with the membership.
- There is no maximum usage of the services when not abused.
- This service can treat up to 70% of the reasons people need medical care on an unscheduled basis.
- Service includes a member service team to help answer any questions or that need help using the system.
- The entire platform, including member services and doctors, is available in English or Spanish.
- Doctors are selected for your consultation based on your location, age of the patient, and the condition being treated.

COMMON CONDITIONS TREATED

The following list provides the most common health issues where a doctor's office, UC, or ER visit can be avoided, saving time and money.

- Cold and Flu Symptoms
- Sinus Problems
- Ear infection
- Allergies
- Urinary Tract Infection
- Nausea
- Pink Eye
- Stomach viruses
- Infections
- Rashes
- Sore Throat
- Acne
- General Medical Recommendations.
- Second opinions
- Much More

WHEN TO USE

We do not replace your primary care physician. Our goal is to provide you with convenient timely, affordable access to healthcare on your schedule when you need it most.

- When you need care now.
- When you can't afford medical care.
- If you have health-related questions and just need professional guidance.
- On vacation, on a trip or away from home.
- If you are considering the Emergency Room or Urgent Care for a non-emergency issue.
- Second Opinions
- For short-term prescription refills.

MENTAL HEALTH SUPPORT AND CONSULTATIONS

Get the help you need, when you need it

People experience significant challenges at some point in their lives. Regardless of their financial situation, all individuals can benefit from this service in managing personal or family problems.

- A convenient and efficient way to obtain a consultation and specific recommendations.
- No-cost consultations for members and their household members are included using our Master's degreed behavioral health counselors
- This program is for short-term problem resolution.
- NEW: This program now includes access to virtual psychologist and psychiatrist consultations for a consultation fee.

Virtual counseling via phone or video that provides confidential, consultation and referral services for members and their families.

- Master-level counselors.
- Supportive counseling/subsequent sessions.
- Comprehensive problem assessment and resolution.
- Custom referral (if needed) to medical behavioral health plans or local community resources.
- Our call center is available 24/7 to assist with handling the request and advise on how to schedule your appointment with the counselor.

Reasons current members use Telephonic Counseling include:

- Death of a loved one.
- Relationship Issues.
- Parenting issues.
- Traumatic Accident
- Major Illness
- Substance Abuse
- Depression
- Stress and Anxiety
- Workplace Issues
- Financial Stress
- Any reason that causes concern

NOT ALL TELEMEDICINE/VIRTUAL CARE PROGRAMS ARE EQUAL. FIND OUT HOW WE ARE DIFFERENT!! THIS PROGRAM IS NOT INSURANCE AND IS NOT INTENDED TO REPLACE INSURANCE. IT IS DESIGNED PROVIDE ACCESS TO MEDICAL AND MENTAL HEALTHCARE ON A TIMELY AND AFFORDABLE BASIS.

<https://portal.getlyric.com/>

CALL LYRIC MEMBER SERVICE FOR HELP OR CONSULTATIONS

1-800-611-5601