

Lyric Health offers 24/7 access to Board-certified physicians either a phone call or click away, including mental health services.

An online doctor visit is convenient, immediate and saves time. No long waits to get in to see the doctor and no time off work. These virtual visits are a \$0 copay! Virtual urgent care reduces costly and unnecessary office visits, urgent care visits and emergency room visits.

For people who travel, work in rural locations or live in under-served cities, virtual urgent care services can sometimes mean receiving care or not.

How Do I Get Started?

Account registration is required for use for all services.

Call our toll-free number or visit the Lyric website register.

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. Dependents age 18 and over are prompted to setup their own account prior to use.



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Virtual Urgent Care

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 the convenient ask the doctor option available by phone or email for general medical questions at no cost.

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.

Conditions Treated Include:

- Allergies
- Cold & flu symptoms
- Bronchitis
- Dermatology problems
- Respiratory infection
- Sinus problems
- Pink Eye



Virtual Psychiatrist

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.

Conditions Treated Include:

- Addictive behaviors
- Anxiety
- Depression
- Bipolar Disorder
- Panic Disorders
- Trauma & PTSD

****A consultation fee applies. Prescriptions are not guaranteed.**

Virtual Psychologist

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.

Conditions Treated Include:

- *Addiction*
- *Grief and loss*
- *Relationship issues*
- *Depression*
- *Life changes*
- *Stress management*

Once account registration is complete, a phone or video visit with a psychologist can be requested 24/7 by calling 866-223-8831 or logging into your account.

*A consultation fee applies.

Telephonic Counseling & Support

Telephonic Counseling and Support 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

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.**