



FREQUENTLY ASKED QUESTIONS

What is LionCare?

A program providing 24/7 virtual telehealth - medical and mental health services - to North Central Texas College.

Who can use LionCare?

Students and part-time employees* have access to:

Medical, TalkNow (*emotional and mental health support*), Scheduled Counseling sessions, and Health/Wellness Coaching. Part-time employees also can access TalkNow/Success Now.

Full-time employees*:

TalkNow/SuccessNow (*24/7 professional support/consultation for working with students*).

How do I register/log in?

Search TimelyCare (*no spaces*) **in the app store**, download on your mobile device to get started. **Using your NCTC email address** and information, create your account and you're ready to start a visit.

How much does a visit cost?

There is **NO COST** to North Central Texas College current students and employees.

What can I be treated for?

Our physicians, counselors, and health coaches can treat most common, non-emergent conditions and after talking to you, will decide on the best course of treatment.

Cold | Sinus infection | Influenza (flu) | Stress and anxiety | Relationships | Depression
Nutrition | Healthy Lifestyle

Can I get a prescription?

Yes, if the provider deems it clinically appropriate.

Visit [LionCare.care](https://lioncare.care) for more information or call 833-484-6359 for 24/7 assistance from a TimelyMD representative!

**NCTC Employees-please review all health, payroll, and benefits info. under your Fac/Staff tab in MyNCTC.*

UPDATED FEBRUARY 2021



What is TalkNow/SuccessNow?

This is a LionCare service that gives *all* NCTC faculty and staff members* free, 24/7 support to help students thrive and achieve a sense of well-being. Our team of mental health professionals will help faculty and staff on how they can best support their students, which may include referring them to a LionCare medical visit, mental health visit, or to other campus resources.

How can I access TalkNow/SuccessNow?

If you have not already installed the app and set up your account:

- **Search TimelyCare (no spaces) in the app store**, and download on your mobile device.
- **Enter your NCTC school email address** and *if prompted* enter the one-time **Access Code:**
FULL-TIME STAFF ACCESS CODE: K7WB3B **PART-TIME STAFF ACCESS CODE:** 7VF3AQ
- Complete your account set-up by entering the minimal, required personal information (*since the app is telehealth based it does require some basic information in order to determine and access eligible services*).
- From the Home screen in the app, **click “Start a Visit”** to verify that your name appears as “needing to be seen” and then confirm your location.
- **If you are a full-time employee*** the only visit option you will see is “Mental Health-TalkNow & Scheduled Counseling”-you’re in the right place! Select this option and then enter your reason for visit as a “consultation/student concern” to be connected with a mental health professional consult.
- **If you are a part-time employee*** you will be able to select “TalkNow” for a SuccessNow consult re: a student concern OR use this same option for *your own* personal mental health visit! You can also choose a medical telehealth appointment or visit with a nutrition/wellness coach as **NCTC part-time employees have access to the full array of LionCare telehealth services!**

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