



## ## How do I know if I am eligible and what does my Lyra benefit cover?

The Lyra mental health benefit is available to Nemours Children's Health associates and their dependents. With Lyra, you and your eligible dependents will enjoy:

- \*Unlimited on-demand wellness resources. Build skills that support mental and emotional well-being through meditations, live events, videos, and more. Dive into topics like parenting, career, and improving sleep.

- \*8 confidential therapy or mental health coaching sessions for you and each of your eligible family members, per year. Enjoy next-day appointment availability, either virtually or in-person, so you don't have to wait weeks to see someone. Evening and weekend sessions are also available to fit your schedule.

- \*Lyra also provides [work-life services](/worklife) to help you with personal life obstacles. These services include legal, identity theft, financial, and dependent care services.

## ## Does Lyra accept insurance?

Associates and their dependents enrolled in a Nemours Children's Meritain health plan are also eligible for therapy sessions, in addition to the 8 free EAP sessions with a Lyra network provider.

This allows you to use your health insurance benefits to pay for your sessions with your preferred Lyra therapist. Sessions are billed through your health plan—meaning, sessions are subject to in-network outpatient mental health cost sharing as defined under your specific health plan. Any copays, coinsurance, or deductibles for in-network outpatient mental health services will be charged by Lyra Health and are your responsibility.

- \*Prior to booking care, you will be provided with a real-time care cost estimate based upon your health plan design and status meeting your deductible(s) and out-of-pocket maximum(s). *This amount is only an estimate and not a guarantee of coverage.* After receiving care, Lyra will bill your health plan and notify you of the final amount owed. See full [terms & conditions](https://www.lyrahealth.com/cost-share-terms-conditions/).

- \*In addition to your 8 free sessions, if you are enrolled in a Nemours Children's Meritain health plan, you can access Lyra's Medication Management program.

## ## What if I miss an appointment or need to cancel last-minute?

When you start care, it's important to talk to your provider about their cancellation policy. Most providers require 24-48 hours notice for cancellations. Please refer to your provider for questions about their cancellation policy and payments. Nemours Children's will cover the cost of one (1) last-minute cancellation or no-show and this will count against the 8 sessions you get per calendar year. Beyond this, if you do not cancel on time or miss an appointment without canceling, for any reason, you will be required to reimburse your provider for the missed session.

Please note, if you miss an appointment or need to cancel last-minute with a provider you are seeing through your health plan benefits, you will be responsible for any payments associated with missed appointments or late cancellations.

## What can Lyra help me with?

No matter what you're dealing with, Lyra can help. With Lyra, you can quickly access a full spectrum of mental health care offerings, from self-care and well-being resources to support for life's most difficult situations. Find compassionate and confidential mental health care to help you with issues such as:

- \* Anxiety
- \* Burnout
- \* Decreased motivation
- \* Difficulty concentrating
- \* Excessive alcohol and substance use
- \* Feeling hopeless
- \* Feeling overwhelmed
- \* Frequent worry
- \* Grief
- \* Loneliness
- \* Parenting challenges
- \* Perfectionism
- \* Racial stress
- \* Relationship issues
- \* Stress management
- \* Trouble sleeping

## ## Does Lyra have an app?

Yes! Access unlimited self-care resources, and meet or message with your provider via the Lyra Health mobile app, available in the [\[App Store\]](https://apps.apple.com/us/app/lyra-health/id1534654470)(https://apps.apple.com/us/app/lyra-health/id1534654470) or on [\[Google Play\]](https://play.google.com/store/apps/details?id=com.lyra.lyrawebmobile)(https://play.google.com/store/apps/details?id=com.lyra.lyrawebmobile).

## ## Who can I reach out to for questions?

Lyra's Care Navigator Team is available 24/7 to help you compare care options or select the perfect provider. Reach out via phone, email or live chat anytime to connect with a member of the team. Or, schedule a call with a Care Navigator at a time that works best for you.

Lyra's Care Navigator Team can also evaluate and assess higher levels of care options such as support for autism spectrum disorder, alcohol use disorder, intensive outpatient care, and rehabilitation facilitation. Lyra's Care Navigator Team provides immediate support and safety planning for those who have thoughts of suicidality and self-harm.

## ## Are there self-care options?

Yes! All members get free, 24/7 access to a library of self-care resources, including articles, videos, meditations, courses, live events, and more.

## ## What is Guided Self-Care?

Start with a consultation session with your Lyra coach to share what's going on. Afterwards, your coach will craft a personalized care plan with exercises and strategies for you to work on independently, at your own pace. Your coach will keep you on track, provide you with specific feedback along the way, and be available via messaging for questions and support. It's a great option if you don't want or don't have time for regular sessions or if mental wellness tools sound appealing, but you still want someone there to keep you engaged.

## ## What is Mental Health Coaching?

Mental health coaching is designed to help you create a more rewarding life, and get you back on track when you're feeling stuck. Similar to therapists, mental health coaches are specially trained, certified professionals who help people with a range of emotions, from stress, burnout, and anxiety to navigating life transitions or relationship issues.

## ## What's the difference between Mental Health Coaching and Therapy?

Mental health coaching could be a good fit for you if...

- \*You have goals to improve your mental health, relationships, or performance at work
- \*You aren't experiencing a severe mental health concern but want to be proactive with your mental health
- \*You want to work on self-development to become a better leader, associate, or member of your family and community.

If you struggle with severe anxiety or depression, PTSD, schizophrenia, or another complex condition, you may be a better match for care from a Lyra therapist.

When you complete Lyra's triage, we'll ask you questions to connect you with care that is the most appropriate for you.

## ## What is Medication Management?

Lyra has developed its own specialized Medication Management program, providing access to medication management services via a team of physicians for instances in which medication may be an effective part of a treatment plan.

Medication Management starts with an in-depth medication consultation to discuss your treatment history, concerns, and what medications would be a good fit for you. Members who choose to move forward with a treatment plan will have access to follow-up sessions with their physician and digital support between sessions.

Medication Management services are delivered by board-certified family and internal medicine physicians who have received special training in mental health medication prescribing. The physicians exclusively practice evidence-based prescribing. A Lyra expert psychiatrist provides oversight to these physicians.

Sessions in Lyra's Medication Management program are conducted virtually using Lyra's platform.

If you require or prefer in-person care, Lyra will connect you with an in-person provider through the Lyra network. These providers are licensed prescribers, such as nurse practitioners and psychiatrists, who have been vetted and credentialed by Lyra. They also offer comprehensive consultation and follow-up sessions.

You can participate in Medication Management independently or in conjunction with Lyra's therapy program.

### ## How can I find care for my child?

Lyra supports the emotional well-being of the whole family, and has the largest child specialist network, with more than 6,500 licensed child specialists. Lyra providers can help children and teens, ages 0-18. Parents can create an appointment for their child, or teens 13+ can schedule their own appointment.

For specific questions about care for your child, reach out to Lyra's Care Navigators who have extensive training in working with children and families.

### ## Do you offer support for parents?

Yes! Lyra offers parent coaches who specialize in helping parents and caregivers reduce stress and improve child behavior. Whether you have toddlers or teens, Lyra can provide guidance on common behavioral challenges like tantrums, whining, defiance, testing limits, screen time, technology use, and navigating independence.

### ## How can I recommend Lyra to a colleague or dependent?

You may find yourself in a situation in which you want to encourage someone you know to try Lyra or help them get registered. Below are guidelines to follow when pursuing care for another individual:

- \* For privacy reasons, adults who have the Lyra benefit need to register themselves. You can recommend that the person you are concerned about registers directly with Lyra, as long as they have the Lyra benefit.

- \*If you have a young child or teen, you can schedule an appointment for your child. Teens ages 13-18 can also register on their own.

- \* If you are the legal caretaker of another adult, please contact the Lyra Care Navigator Team at [\[care@lyrahealth.com\]](mailto:care@lyrahealth.com)(mailto:care@lyrahealth.com) to determine how they can access care.

### ## How will I meet with my provider?

You can choose to meet with your provider in person or over video. If you meet over video, our providers are required to utilize secure and regulation-compliant platforms to protect your privacy.

## ## What if I want to meet with a provider of a specific social identity?

Lyra providers self-identify across a broad range of racial, gender, sexual, religious, veteran, and other cultural identities. When you search for a provider on the Lyra platform, you can select any provider preferences that you may have. Or, you can always contact Lyra's Care Navigator Team if you need help searching for a provider that meets your needs.

## ## Will Lyra cover the cost of my current provider?

If you are currently seeing a provider and are interested in learning if your sessions could be covered under the Lyra benefit, you can invite your provider to apply to join Lyra at [\[lyrahealth.com/apply-now\]](https://www.lyrahealth.com/apply-now/)(<https://www.lyrahealth.com/apply-now/>). If your provider chooses to apply, we'll evaluate their approach to evidence-based therapy and see if they meet other criteria to become a Lyra provider.

Of the hundreds of therapies practiced today, only 20 percent of them have been proven to work through peer-reviewed studies. Lyra only works with providers who practice these proven, evidence-based therapies. As such, some providers may not be a good fit for Lyra's approach to care, or they may decide they don't want to partner with Lyra for any number of reasons. If that's the case, Lyra can recommend top-tier providers whose expertise matches your needs and who practice evidence-based therapy for your consideration. We can also help you understand all options available to you through your health plan coverage and other associate benefits, so you can make the best choice for you.

## ## Can I use Lyra if I'm traveling?

Because telehealth laws vary by state, your provider may only be able to deliver care in the state in which they are licensed. It is important to discuss your travel plans with your provider in advance to determine if you'll need to adjust your session schedule. Lyra does not recommend providers to continue sessions when a client travels outside of the United States unless the provider is licensed to practice in the applicable jurisdiction.

## ## Is the information I share confidential?

Yes, your information is confidential. Lyra does not share information that identifies which individuals are in care unless you request us to share this information. Please see our [\[privacy policy\]](https://www.lyrahealth.com/privacy-policy)(<https://www.lyrahealth.com/privacy-policy>) and [\[HIPAA](#)

notice](<https://www.lyrahealth.com/hipaa-notice/>) for more details about the types of information we collect and/or share.

## ## Why does Lyra collect feedback after my sessions?

Part of Lyra's mission is to ensure that members receive high-quality, evidence-based care so you can feel better, faster. A standard part of evidence-based care is to capture ongoing feedback from you so your provider can better understand your progress and tailor your treatment plan. Typically, you are asked to report on your progress in treatment weekly or once a month depending on the care program you are in and provider preference.