

## Lyra Frequently Asked Questions (FAQ)

### What is Lyra Health?

Lyra is an employer-sponsored benefit that connects employees, spouses, and their dependents to mental and emotional health care that is effective, convenient, and personalized. Using technology, proven therapeutic methods, and a network of top therapists and coaches, Lyra matches you to the right care for your needs, from short-term therapy and coaching to self-guided online programs.

### What types of issues can Lyra help me solve?

Lyra can help with stress, anxiety, depression, relationship issues, sleep disorders, and other common behavioral issues that can be treated through short-term outpatient behavioral health services.

### What is short-term care?

Lyra provides short-term evidence-based care. Research has shown that short-term care (i.e., care that is completed in 8-13 sessions) can effectively treat many behavioral health problems like anxiety and depression. The goal of short-term care is to work with a therapist for a few weeks to a few months to learn new skills that can transform your life. With new approaches, insights, and tools, you may feel more empowered, satisfied, and fulfilled. For many people, remaining in therapy for an extended period does not provide additional benefit, and could interfere with your ability to apply new skills to your job, relationships, and family.

### Who can use Lyra?

Lyra is here to serve employees and their dependents such as spouses, domestic partners, and children.

### Will my employer know if I use Lyra?

Definitely not! We take your privacy and confidentiality seriously. Lyra's tools and services are compliant with HIPAA laws.

### How long does it take to use Lyra?

It usually takes less than 5 minutes to complete the [online assessment](#) and get connected to a top therapist, coach, or self-guided program for your needs. You can also call the care team at (844) 856-2213 to start the conversation immediately.

### How does Lyra work?

Use our [online tool](#) or contact our care team directly to tell us about what you're going through. We'll then share how we can help with different care options that fit your needs and preferences, and get you started with your choice right away. Once you've tried a care option, we'll check in with you regularly to see how it's going and be there for you every step of the way.

### How much does Lyra cost?

It's free for employees and their dependents! Lyra has partnered with your employer to cover the cost of outpatient therapy and coaching services. We support as many in-person or live video sessions as are clinically indicated and proven to work for your situation, up to 25 sessions, as long as you are eligible for benefits from your employer.

### What formats for care are available?

For therapy, you can choose whether to meet in a provider's office or by live video from any place with internet connection. For coaching programs, you have the option to meet by live video or telephone for your sessions. There are also digital self-guided apps available. Not sure which one to use? The Lyra care team is available to support you by web chat or 24/7 by phone.

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

Your Lyra benefit only covers sessions that you attend and does not cover the cost of last-minute cancellations or no-shows. When you start care with a provider, it's important to talk to your provider

about their cancellation policy. Most providers require 24-48 hours notice for cancellations. If you do not cancel on time or miss an appointment without cancelling, for any reason, you may be required to reimburse your provider for the missed session. Please refer to your provider for questions about their cancellation policy and fees.

### **What does Lyra not cover?**

Services that are not covered include: psychiatry, inpatient or residential treatment, hospitalization (including partial), intensive outpatient treatment, emergent care, long-term care or counseling, prescription medication, autism spectrum disorder treatment, services for remedial education, and non-evidence-based behavioral health care. Please check with your health plan or benefits portal for coverage of these excluded services.

### **Can you help me file disability paperwork?**

Unfortunately, Lyra does not cover disability evaluations nor do we ask our providers to sign disability paperwork for clients. If you are in need of a medical or behavioral health provider to sign disability paperwork, we encourage you to speak with your employer's benefits team.

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

Individuals need to sign themselves up for Lyra, so you can recommend that the person you are concerned about register directly with Lyra. To help start the conversation, our care team can coach you on how and when to have the conversation with the person you're concerned about. They will share their expertise in broaching difficult topics and will help you determine the best way to encourage them to seek help. You can contact the Lyra care team by phone, email, or web chat.

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

Part of Lyra's mission is to ensure that people are getting 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 that your provider can better understand your progress and tailor your treatment plan. To capture this information, we'll ask you to complete a survey once a month.

### **I'm new to therapy. What does it entail?**

Therapy is a method of caring for your mental and emotional health — your sense of well-being which enables you to meet the demands of everyday life. Lyra only supports evidence-based therapies, which means that the methods used by our providers and self-guided therapy programs have been proven to work. Watch this video to learn more.

### **What's different about Lyra compared to my health plan?**

Lyra removes many of the common barriers to finding and getting effective behavioral health care. It can be difficult to know where to start, how to evaluate and find the right support, and how to make it fit into your life and budget. Lyra does the legwork and pays the bill for you.

### **If I'm already seeing a provider, can I continue to see them and have the session costs covered through the Lyra benefit?**

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://lyrahealth.com/apply-now). If your provider chooses to apply, we'll evaluate their approach to short-term, evidence-based therapy and see if they meet other criteria to become a Lyra provider.

To work with Lyra, your provider must:

- Practice evidence-based methods
- Administer short-term therapy

- Have the appropriate credentials, including an active and independent clinical license in your state
- Adhere to Lyra's policies and procedures, including the reporting of outcomes

Of the hundreds of therapies practiced today, only 20% of them have been proven to work through peer reviewed studies. Lyra only works with providers who practice these proven, short-term, 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 match your needs and 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 employee benefits, so you can make the best choice for you.

### **I'm currently seeing a provider through Optum. What do I do?**

Starting January 1, 2019, Lyra will replace Synopsys's current EAP administered by Optum, with improved access to high-quality providers, more comprehensive coverage, and online tools and apps for added convenience. With the new Lyra benefit, all U.S. benefit-eligible Synopsys employees and their dependents will have access to therapy how, when, and where they need it – in-person, live video, or self-guided.

If you're currently seeing a therapist through Optum, you'll have the option to transition to a Lyra provider on January 1, 2019 and have the costs of your sessions covered, up to 25 sessions as clinically indicated. You can get started at [synopsys.lyrahealth.com](https://synopsys.lyrahealth.com) or if you have questions, contact Lyra's care team at [care@lyrahealth.com](mailto:care@lyrahealth.com) or (844) 856-2213.

### **Does Lyra offer work life services?**

Yes. In addition to offering behavioral health services to support your emotional well being, Lyra offers Legal, Financial, Identity Theft, and Dependent Care services to assist you and your family during challenging times.

- Legal services include a free 30 minute consultation with an attorney or mediator and access to 24 hour emergency support.
- Financial services include a free 30 minute consultation with a financial counselor and a free 30 minute consultation with a CPA.
- Identity Theft services include a free 60 minute consultation with a fraud resolution specialist and a free id emergency response kit.
- Dependent Care services include resources and referrals for child, elder, and pet care and 24-hour online and phone support.

For more information on these benefits, please visit the [work life service page](#) or contact the Lyra team at (844) 893-2781.