

Frequently Asked Questions - Amy's Behavioral and Mental Benefit with Lyra

Which language(s) does Lyra Health support?

Currently, the Lyra Health website and mobile app experiences are only offered in English. However, Lyra's Spanish experience will be available by the end of 2022, and other languages will follow. Keep in mind that Lyra has an extensive network of in-person and video providers who speak, and provide care, in all languages. For non-English speakers, call the care team at [\(877\) 500-3244](tel:8775003244) for assistance with finding a provider that best fits your needs - language, culture, etc.

What is Lyra Health?

Lyra is an Amy's Kitchen-sponsored benefit that connects employees and their eligible dependents to mental and emotional health care that is effective, convenient, and personalized. Using proven treatments and a network of top therapists and coaches, we'll match you to the right care for your needs, from short-term therapy and coaching to mental wellness tools. Lyra also provides [work-life](#) to help you work through personal life obstacles. These services include legal, identity theft, financial, dependent (elder and child) care services, and pet care resources.

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

The Lyra mental health benefit is available to all Amy's Kitchen benefits-eligible (full-time employees, work 24 hours or more per week) employees and their eligible dependents. You may receive care through the following ways:

- Access to 16 free sessions for mental health coaching and/or therapy per individual, per calendar year.
- 24/7 access to Lyra Essentials, a dedicated hub for self-care and mindfulness content.

What can Lyra help me with?

Whether you're feeling on edge, anxious, disconnected from friends or loved ones, down or even hopeless, support from Lyra can get you on track and get more enjoyment out of life. Or you may be feeling okay and want to learn effective strategies for taking care of yourself that fit into your lifestyle, build new skills at your own pace, or work on goal setting and problem-solving with a live coach - Lyra can help you feel prepared to tackle whatever life throws at you. Lyra provides care for your emotional and mental health how, when, and where you need it.

Lyra can also help with family, couple or parenting issues. Whether you feel stuck in a relationship and don't know what to do next, or looking for support for your child or teen, Lyra providers can help.

What type of services does Lyra offer?

We offer a comprehensive behavioral and mental health support system that goes beyond 1-on-1 sessions with a provider. Once you sign in, you'll find a variety of mental wellness resources, exercises to shape and practice resiliency, and other work life services.

I don't want to see a provider, are there self-care options?

All members get free, 24/7 access to Lyra Essentials, a self-care tool to improve your emotional well-being anytime, anywhere. You can start with Lyra Essentials and choose to work with a provider later.

I'm not familiar with Mental Health Coaching, what is it?

Meet with a Lyra coach to get to the root of your challenges, gain new insights, and see things through a new lens. Sessions can be weekly, bi-weekly, or even monthly. Between sessions you'll get activities and strategies to build on what you learn, and you can message your coach if anything comes up. As new challenges arise, you can discuss them with your coach and come up with strategies for lasting change. Most members have around four to six sessions with their coach.

What is a mental health coach?

You may have heard of life coaches or health coaches before - Lyra's coaches are different.

Lyra's mental health coaches can help you pin-point what you're dealing with and can support a range of challenges including stress, anxiety, burnout, grief, relationship challenges, loneliness, perfectionism, life transitions, mild depression and more.

Only 3% of coaches pass Lyra's extensive vetting process and all of Lyra's coaches have top level training at International Coach Federation (ICF) accredited programs. Once coaches join Lyra, they complete our exclusive four-month training program so you know they are more than qualified to support you.

Lyra coaches use effective techniques that draw from clinically validated treatments proven to work including cognitive behavioral therapy and positive psychology. 89% of members working with a coach improved their stress and well-being according to our validated clinical measures.

Most importantly, 97% of members would recommend their coach to a colleague or friend.

What's the difference between Mental Health Coaching and therapy?

At Lyra, we think about mental health on a spectrum and understand that there is no one-size fits all solution, so we have different care options for different needs.

Coaching is often most helpful for members that need support getting challenges like stress, burnout, anxiety, relationship issues under control so the feelings don't get worse. Your Lyra coach will work with you to identify challenges, get to the root of the issue, listen, and help you learn new strategies to feel better and stay on track.

Therapy is often most helpful for members dealing with clinical diagnoses or more complex or long-standing mental health challenges such as PTSD, depression, or eating disorders.

I'm not familiar with Guided Self-Care, what is it?

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 nice, but you still want someone there to keep you engaged.

Does Lyra offer work life services?

Yes. In addition to offering behavioral health services to support your emotional wellbeing, 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 services page**](#) or contact the Lyra team at [**\(877\) 500-3244**](tel:8775003244).

How do I get started?

Call the care team at [\(877\) 500-3244](tel:(877)500-3244) to tell us about what you're going through. We'll share how we can help with different care options and mental wellness tools that fit your needs and preferences, and get you started right away. Throughout your experience with Lyra, we'll check in to see how it's going and be there for you every step of the way.

How long does it take to get started?

It usually takes just a few minutes to call the care team at [\(877\) 500-3244](tel:(877)500-3244) and get a care plan recommendation. You can also complete the [online assessment](#). The online assessment is currently only available in English.

What's it like getting care with Lyra?

Our goal is to provide care that will help you feel better as soon as possible. Lyra supports methods that have been proven by research to be effective, also known as evidence-based care. Evidence-based care focuses on building new skills and can include daily or weekly activities and exercises to practice these skills in your everyday life. It's the regular practice that makes the skills stick and accelerates your progress in care.

All of Lyra's providers are vetted to ensure they use these evidence-based treatments. Because evidence-based care is highly effective, many members that choose to see a provider feel better and complete care in just 6-13 sessions, while others with more acute symptoms might need more care.

How will I meet with my provider?

Not all care plan recommendations require meeting with a provider. If you do select a provider program, you may meet 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. Research demonstrates that evidence-based treatments delivered by video are often as effective as in-person treatment.

What if I want a provider of a specific social identity?

When available and a good fit for what you'd like to address in your care experience, you can find providers with Lyra that self-identify across a broad range of racial, gender, sexual, and other cultural identities. You can always contact us if you need help searching for a provider that meets your needs.

How does meeting with a provider via live messaging work?

Live messaging sessions are available to members in Mental Health Coaching on Lyra's English platform. Sessions take place on our HIPAA-compliant and secure platform and last up to 45 minutes so you have plenty of time to connect with your Lyra coach. During your session, your coach will message with you and be 100% focused on your conversation. If you start with live messaging coaching sessions, you'll always have the flexibility to switch between live messaging and video sessions for added convenience.

Live messaging coaching sessions may be a good option if it's difficult to find a private place to join a video session or if you do not want to connect face-to-face.

I'm currently using EAP (Employee Assistance Program) services through ComPsych. What do I do?

You can continue to use your current EAP provider, but starting April 1, 2022, you may continue EAP with Lyra.

I'm currently seeing a behavioral/mental health provider through Amy's medical plan. What do I do?

Starting April 1, 2022, you can continue to see your provider through the Amy's medical plan. You are not required to make a change. You will continue to pay your \$10 co-pay for an in-network provider and for an out-of-network provider you will pay the 30% coinsurance. In both cases, you may also be responsible for all or part

of your deductible. You'll also have the option to transition to a Lyra provider starting April 1, 2022 if you so choose, and have the costs of your sessions covered, up to 16 sessions per year.

Is there a cost if I do not show up for an appointment with Lyra?

Yes, if you are a no-call/no-show for an appointment with a provider you will be charged the full price of that visit. It is common practice for providers to charge for missed visits when you do not provide a minimum of 24-48 hours' notice to cancel or reschedule. When you start care, it's important to talk to your provider about their cancellation policy. Please refer to your provider for questions about their cancellation policy and fees. Amy's Kitchen does not cover the cost of any last-minute cancellations or no-shows.

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 fees associated with missed appointments or late cancellations.

If I go on leave, will Amy's Kitchen continue to cover my cost of care?

As long as you remain eligible for benefits from Amy's during your leave, you will continue to be eligible for the Lyra benefit.

If I leave or lose my job, will Amy's Kitchen still cover the cost of my care?

Your benefits continue until the end of the month that you terminate employment. With Amy's, Lyra is available under COBRA for Amy's members. You can continue Lyra by electing it under COBRA and paying the applicable COBRA premium. You can elect COBRA through our COBRA administrator, iSolved.

What if I am in the middle of care and I exhaust my sixteen (16) visits per year?

Continued care past your 16 free sessions per year depends on the provider. In some cases, you may continue seeing your provider by paying out-of-pocket. In

other cases, continued care with your Lyra provider isn't possible, in which the Lyra care team can assist you with finding a new provider that best suits your needs - in-network, location, practicing evidence-based therapies, etc. In this situation, please contact the Lyra care team at care@lyrahealth.com and talk to your provider about their continued care policy.

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.

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. 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 therapies
- Utilize short-term therapy approaches
- 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 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 employee benefits, so you can make the best choice for you.

Is the information I share confidential?

Yes, your information is confidential. We don't share information that identifies which individuals are in care unless you request us to share this information. Please see our [**privacy policy**](#) and [**HIPAA notice**](#) for more details about the types of information we collect and/or share.

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:

- Adults who have the Lyra benefit need to sign themselves up for Lyra for privacy reasons. You can recommend that the person you are concerned about register directly with Lyra, as long as they have the Lyra benefit.
- Benefits-eligible employees who are over the age of 15 can independently search for and schedule care with a Lyra provider without parental permission. Lyra collects individuals' dates of birth during registration to determine appropriate use and may restrict access. If you experience difficulty accessing the platform and believe you should be able to, please contact a member of the care team.
- Access to mental health care for minor dependents is governed by state laws. Some states require parental or guardian consent while others do not. To comply with these laws, access to Lyra's care platform is not available for non-employee members under the age of 18. Parents or guardians of minors can contact the care team on their behalf. A member of the care team, when legally appropriate, can help individuals find and receive care.

- If you are the legal caretaker of another adult, please contact the Lyra care team at care@lyrahealth.com to determine how they can access care.

Why does Lyra collect feedback after my care sessions?

Part of Lyra's mission is to ensure that people are getting high-quality, evidence-based care so they 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. Typically, you are asked to report on your progress in treatment once a month or weekly depending on the care program you are in and provider preference.