

Lyra Mental Health Program Frequently Asked Questions

Q1: What is Lyra Health and how is it different from the Inova EAP?

A1: Lyra is an Inova-sponsored benefit that connects team members, their spouses/partners and children to mental and emotional health care that is effective, convenient, and personalized. Using technology, proven treatments, and a network of top therapists and coaches, they'll match you to the right care for your needs, from short-term therapy and coaching to mental wellness tools.

The Inova EAP is designed to deliver just-in-time support across a wide range of mental health needs, including help in managing personal or family crisis situations. The Inova EAP also offers additional wellbeing services and resources, and provides work life services to help you work through personal life obstacles. These services include legal, identity theft, financial, and dependent care services.

Q2: How do I know if I am eligible and what does my Lyra benefit cover?

A2: The Lyra mental health benefit is available to all active Inova team members, their spouses/partners and children up to the age of 26. You may receive care through the following ways:

- 24/7 access to Lyra Essentials through inova.lyrahealth.org, a dedicated hub for self-care and mindfulness content.
- Access to 25 free sessions for mental health coaching and/or therapy per individual, per calendar year.
- After the 25 free mental health coaching and/or therapy sessions per calendar year, you may access additional therapy with a Lyra provider and/or medication management sessions through your enrollment in the Inova medical plans. (These additional sessions are billed through the Inova medical plan and subject to in-network outpatient mental health cost-sharing, as defined under the health plan. If you have questions about the costs, view the medical plan charts on myinovabenefits.org or contact Aetna. If you have questions about the estimated cost of a session with a provider, contact the Lyra Care Navigator Team at care@lyrahealth.com or 1-877-331-4685.)

Q3: What if my eligible dependents or I have other medical insurance not through Inova?

A3: If you or your family members choose to continue services with a Lyra provider after your initial 25 sessions, you will need to check with your other medical insurance carrier to discuss coverage. In these cases, you may need to submit a detailed invoice outlining the services received to your insurance plan for reimbursement. For questions and/or to obtain an invoice, contact the Lyra Care Navigator Team by calling 1-877- 331-4685 and/or sending a message to care@lyrahealth.com. Lyra cannot legally submit a claim to a medical insurance plan other than the Inova medical plan.

Q4: How long does it take to get started?

A4: It usually takes just a few minutes to complete the online assessment and get a care plan recommendation. You can also call the Lyra Care Navigator Team at 1-877-331-4685 to start the conversation immediately.

Q5: I'm currently seeing a provider through the Inova EAP or Inova's medical plan. What do I do?

A5: If you're currently seeing a therapist through the Inova EAP or Inova's medical plan—or if you would like to see a provider you have seen in the past—you may continue care through these programs. You'll have the option to transition to a Lyra provider, if you choose, and have the costs of your sessions covered free of charge, up to 25 sessions per calendar year. You can get started at inova.lyrahealth.org or by contacting the Lyra Care Navigator Team at care@lyrahealth.com or 1-877-331-4685.

Q6: What can Lyra help me with?

A6: Whether you're feeling on edge, 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. Whether it's building new skills at your own pace or working 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 or couple issues. Whether you feel stuck in a relationship and don't know what to do next or are looking for support for your child or teen, Lyra providers can help.

Q7: What type of services does Lyra offer?

A7: Lyra offers a comprehensive mental health support system that goes beyond 1-on-1 sessions with a provider. Once you log in at inova.lyrahealth.org, you'll find a variety of mental wellness resources, exercises to shape and practice resiliency.

Q8: How do I get started?

A8: First, create an account at inova.lyrahealth.org. Then use Lyra's online platform or contact their Care Navigator Team directly to tell them about what you're going through. They'll share how they 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, they'll check in to see how it's going and be there for you every step of the way. You can reach Lyra's Care Navigator Team directly at 1-877- 331-4685 or care@lyrahealth.com.

Q9: I don't want to see a provider, are there self-care options?

A9: All members get free, 24/7 access to Lyra Essentials, a self-care tool to improve your emotional wellbeing anytime, anywhere. You can start with Lyra Essentials at inova.lyrahealth.org and choose to work with a provider later.

Q10: I'm not familiar with Mental Health Coaching, what is it?

A10: You'll 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, biweekly, or 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 four to six sessions with their coach.

Q11: What is a mental health coach?

A11: 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 their 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 wellbeing according to their validated clinical measures.

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

Q12: What's the difference between Mental Health Coaching and therapy?

A12: At Lyra, they think about mental health on a spectrum and understand that there is no one-size fits all solution, so they have different care options for different needs.

Coaching is often most helpful for members that need support getting over 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.

Q13: What is the difference between Mental Health Coaching through Lyra and Health and Wellness Coaching through Inova Well?

A13: Mental Health Coaching with a Lyra provider is available to help support a range of mental health challenges including stress, anxiety, burnout, grief, relationship challenges, loneliness, perfectionism, life transitions, mild depression and more. Health and Wellness Coaching with an Inova Well coach can help you address physical health and wellness goals including achieving better life/work integration, healthier mind and stress management, better sleep and eating habits and a more active lifestyle. For more information on Lyra's Mental Health Coaching go to inova.lyrahealth.org or contact the Lyra Care Navigator Team at 1-877-331-4685. For more information about the Inova Well Health and Wellness Coaching program go to the Inova Well site at inovawell.org or schedule today: inovawellhealthcoaching.as.me/schedule.php.

Q14: I'm not familiar with Guided Self-Care, what is it?

A14: You'll 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.

Q15: I'm not familiar with medication management, what is it?

A15: Lyra has developed its own specialized Mental Health Medication Management program, which provides access to medication management services via a team of physicians for instances in which medication may be an effective part of a treatment plan.

Mental Health 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.

Mental Health 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 Mental Health Medical Management program are conducted virtually using Lyra's platform. If you require or prefer in-person care, for example if you need controlled substances, or for adolescents and children, Lyra will connect you with an in-person provider through their 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.

For more questions, contact the Lyra Care Navigator Team at 1-877-331-4685 or by email at care@lyrahealth.com.

Q16: What's it like getting care with Lyra?

A16: Lyra's 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.

Q17: How will I meet with my provider?

A17: Not all care plan recommendations require meeting with a provider. If you select a provider program, you meet in-person or over video. If you meet over video, Lyra 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.

Q18: What if I want a provider of a specific social identity?

A18: 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 Lyra if you need help searching for a provider that meets your needs.

Q19: How does meeting with a provider via live messaging work?

A19: Live messaging sessions are available to members in Mental Health Coaching.

Sessions take place on their 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.

Q20: What if I miss an appointment or need to cancel last-minute?

A20: 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 fees. Inova will cover the cost

of up to one (1) therapy or coaching last-minute cancellation or no-show, and this will not count against the 25 sessions available 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 medical plan benefits, you will be responsible for any fees associated with missed appointments or late cancellations.

Q21: If I go on leave, will Inova continue to cover my cost of care?

A21: As long as you remain an active Inova team member during your leave, you will continue to be eligible for the Lyra benefit.

Q22: If I leave Inova or lose my job, will Inova still cover the cost of my care?

A22: Your benefits with Lyra will last until the end of the month in which you terminate employment.

Q23: Can I use Lyra if I'm traveling?

A23: 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.

Q24: Will Lyra cover the cost of my current provider?

A24: If you are currently seeing a provider and are interested in having your sessions 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, Lyra will evaluate their approach to short-term, evidence-based therapy and determine 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. They can also help you understand all options available

to you through your medical plan coverage and other team member benefits, so you can make the best personal choice.

Q25: Is the information I share confidential?

A25: Yes, your information is confidential. Lyra doesn't share information that identifies which individuals are in care unless you request them to share this information. Please see their [privacy policy](#) and [HIPAA notice](#) for more details about the types of information they collect and/or share.

Q26: How can I help another adult or child receive services through Lyra?

A26: You may find yourself interested in encouraging someone else to try Lyra or help them get support. Below are guidelines to follow when pursuing care for another individual:

- Adults who have access to the Lyra benefit must sign themselves up directly with Lyra to request and access services.
- Inova team members who are over the age of 15 can independently search for and schedule care with a Lyra provider without parental permission.
- 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 dependents under the age of 18. Parents or guardians of minors can contact the Care Navigator Team on their behalf. A member of the Care Navigator 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 Navigator Team at care@lyrahealth.com to determine how they can access care.

Q27: I have a dependent who lives in another state – can they receive services through Lyra?

A27: Yes. Services are available to eligible members throughout the United States. Provider recommendations will be made based on where the individual who is seeking care resides. If you have questions about finding a provider in the right location, you may contact the Lyra Care Navigator Team at care@lyrahealth.com for additional support.

Q28: Why does Lyra collect feedback after my care sessions?

A28: 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 monthly or weekly depending on the care program you are in and provider preference.