

Lyra Health Mental Health Program

Frequently Asked Questions

Overview

1. What is Lyra Health and how is it different from the Inova EAP?

Lyra Health (“Lyra”) is an Inova-sponsored benefit that connects team members, their spouses/partners and children under age 26 to mental and emotional health care that is effective, convenient, and personalized. Using technology, proven treatments, and a network of top therapists and coaches, Lyra will match you to the right care for your needs, from short-term therapy and coaching to mental wellness tools.

The Inova Employee Assistance Program (EAP) is designed to deliver just-in-time support across a wide range of mental health and lifestyle 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. Visit the Inova EAP website at www.inova.org/eap and use “Inova” as the user ID and “EAP” as the password. You can also contact Inova EAP by phone at 1.800.346.0110.

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

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

- 24/7 access to a dedicated hub for self-care and mindfulness content
- Access to 25 free sessions for mental health coaching and/or therapy session per individual, per calendar year
- Access additional therapy with a Lyra provider and/or medication management sessions through your enrollment in the Inova medical plan after you complete the 25 free mental health coaching and/or therapy sessions per calendar year. These additional sessions are billed through the Inova medical plan and subject to in-network outpatient mental health cost-sharing, as defined under the medical plan. If you have questions about the costs, view the medical plan charts on the benefits portal at myinovabenefits.org or in the *Benefits Guide* (also on the benefits portal) or contact Aetna by visiting www.aetna.com or by phone at 1.800.862.5441. If you have questions about the estimated cost of a session with a provider, contact the Lyra Care Navigator Team by phone at 1.877.331.4685 or by email at care@lyrahealth.com.

3. What can Lyra help me with?

Lyra offers a comprehensive mental health support system that goes beyond 1-on-1 sessions with a provider. 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.

Navigating Care

4. **How do I get started?**

First, create an account at inova.lyrahealth.org. Next, use Lyra's online platform or contact the 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 you're doing, and they'll be there for you every step of the way. Contact the Lyra Care Navigator Team by phone at 1.877.331.4685 or by email at care@lyrahealth.com.

5. **What if my eligible dependents or I don't have medical insurance through Inova?**

You need to check with your medical insurance carrier to discuss coverage if you or your family members choose to continue services with a Lyra provider after your initial 25 sessions. You may need to submit a detailed invoice outlining the services received to your medical insurance plan for processing or reimbursement. For questions and/or to obtain an invoice, contact the Lyra Care Navigator Team by phone at 1.877.331.4685 or by email at care@lyrahealth.com. Lyra can legally only submit a claim to the Inova medical plan.

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

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 cost of your sessions covered free of charge, up to 25 sessions per individual per calendar year. You can get started at inova.lyrahealth.org or by contacting the Lyra Care Navigator Team by phone at 1.877.331.4685 or by email at care@lyrahealth.com.

7. **I have a dependent who lives in another state – can they receive services through Lyra?**

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 a specific location, contact the Lyra Care Navigator Team by phone at 1.877.331.4685 or by email at care@lyrahealth.com.

8. How can I help another adult or child receive services through Lyra?

You may find yourself interested in encouraging another eligible family member 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 age 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 limited to teens ages 13-17. Parents or guardians of minors can contact the Lyra Care Navigator Team on behalf of the minor. A member of the Lyra Care Navigator Team, when legally appropriate, can help individuals find and receive care.
- If you are the legal caretaker of another adult, contact the Lyra Care Navigator Team by phone at 1.877.331.4685 or by email at care@lyrahealth.com to determine how they can access care

9. Are there self-care options if I don't want to see a provider?

All members get free, 24/7 access to a dedicated hub for self-care tools to improve your emotional wellbeing anytime, anywhere. You can start with accessing the Lyra "Library" online at inova.lyrahealth.org and choose to work with a provider later.

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

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.

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

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 be given 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 develop strategies for lasting change. Most members have four to six sessions with their coach.

12. 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 anxiety, burnout, depression, grief, life transitions, loneliness, perfectionism, relationship challenges, stress, and more.

Only 3% of coaches pass Lyra's extensive vetting process, and all Lyra coaches have top-level training at International Coach Federation (ICF) accredited programs. Once coaches join Lyra, they complete an exclusive four-month training program, and they are highly 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.

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

Lyra thinks about mental health on a spectrum and understands there is no one-size-fits-all solution, so they have different care options for different needs.

Coaching is often most helpful for members who need support getting over challenges, such as anxiety, burnout, depression, grief, life transitions, loneliness, perfectionism, relationship issues and stress, 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 depression, eating disorders or PTSD.

14. What is the difference between Mental Health Coaching through Lyra and Health and Wellness Coaching through Inova Well?

Mental Health Coaching with a Lyra provider is available to help support a range of mental health challenges including anxiety, burnout, depression, grief, life transitions, loneliness, perfectionism, relationship challenges, stress 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, visit inova.lyrahealth.org or contact the Lyra Care Navigator Team by phone at 1.877.331.4685. For more information about the Inova Well Health and Wellness Coaching program, visit the Inova Well site at inovawell.org or schedule an appointment online at inovawellhealthcoaching.as.me/schedule.php.

15. I'm not familiar with medication management, what is it?

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 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 by video 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 by phone at 1.877.331.4685 or by email at care@lyrahealth.com.

The Lyra Experience

16. What's it like getting care with Lyra?

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 Lyra providers are vetted to ensure they use these evidence-based treatments. Because evidence-based care is highly effective, many members who 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.

17. How will I meet with my provider?

Not all care plan recommendations require meeting with a provider. If you select a provider program, you will meet in-person or by video. If you meet by video, Lyra providers are required to utilize secure and regulation-compliant platforms to protect your privacy. Research demonstrates evidence-based treatments delivered by video are often as effective as in-person treatment.

18. 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 contact the Lyra Care Navigator Team by phone at 1.877.331.4685 or by email at care@lyrahealth.com if you need help searching for a provider that meets your needs.

19. How does meeting with a provider via live messaging work?

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. Your coach will message with you and will be 100% focused on your conversation during your session. 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.

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

It's important to talk to your provider about their cancellation policy when you start care. 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.

You will be responsible for any fees associated with missed appointments or late cancellations if you miss an appointment or need to cancel last-minute with a provider you are seeing through your medical plan coverage.

21. Will Lyra cover the cost of my current provider?

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.

22. Is the information I share confidential?

Yes. Your information is always confidential. Lyra doesn't share information that identifies which individuals are in care unless you request them to share this information. Please read Lyra's privacy policy and HIPAA Notice for more details about the types of information Lyra collects and/or shares. Links to the documents are located on Lyra's website at inova.lyrahealth.org. Scroll to the bottom of the homepage and select "About Lyra" and then select "Is the information I share confidential" to access Lyra's privacy policy and HIPAA Notice.

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

Care Continuation

24. 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.

25. If I go on leave, will Inova continue to cover the cost of my care?

You will continue to be eligible for the Lyra benefit if you remain an employed Inova team member during your leave.

26. If I leave Inova or lose my job, will Inova cover the cost of my care?

Your mental and emotional wellbeing is important to Inova, and we want to support you during your job transition. The Lyra Health Mental Health benefit is available to you, your spouse/partner and your children under age 26 for up to 60 days after your separation from Inova. The plan allows 25 confidential mental health coaching or therapy sessions per individual per calendar year at no cost to you. You can care for your mental health by meeting with a licensed Lyra counselor in person or by video.