



NEW FOR 2026

## Enhanced Mental Health Support

Beyond the Traditional Employee Assistance Program (EAP)

### Questions & Answers

This document provides responses to frequently asked questions regarding Lyra’s mental health services, offered as part of T-Mobile’s LiveMagenta enhanced mental wellbeing program for employees and their household members.

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## **General Information**

### **What is Lyra Health?**

Lyra connects employees and their household members to mental and emotional health care that is effective, convenient, and personalized. Using technology, 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.

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

The Lyra mental health benefit is available to all T-Mobile employees and their household members, regardless of medical plan enrollment. You may receive care through the following ways:

- 24/7 access to the Lyra Library, a dedicated hub for self-care and mindfulness content.
- Access to 10 free mental health coaching or therapy sessions per issue per year per individual, per calendar year.
- Lyra also provides work-life services ([livemagenta.lyrahealth.com/worklife](https://livemagenta.lyrahealth.com/worklife)) to help you work through personal life obstacles. These services include legal, identity theft, financial, and dependent care services.

### **Does Lyra accept insurance?**

Employees and their household members enrolled in a T-Mobile-sponsored Premera, UHC, or Surest health plan are eligible for continued therapy and medication management, in addition to the 10 free EAP sessions per issue per year with a Lyra network provider. Continued therapy and medication management through an eligible health plan is available in the US, however, it isn't currently available in Puerto Rico.

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](#).
- In addition to your 10 free sessions per issue per year, if you are enrolled in T-Mobile health plan, you can access Lyra's Medication Management program.

In rare instances where Lyra is unable to match you with the best and most clinically appropriate providers, you can explore alternative care options via your T-Mobile sponsored health plan.

- Existing Premera Blue Cross Members: (866) 358-2300 (Group #4022154); <https://www.premera.com/t-mobile> or mobile app
- Surest Copay Only Plan Members: (866) 683-6440 (Group #78800721); <https://benefits.surest.com/> (access code: tmobile2025) or mobile app

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- In-Network UHC Medical Provider (access code: tmobile2025):  
<https://benefits.surest.com/preview/access-code>
- In-Network UHC Behavioral Health Provider (access code: tmobile2025):  
<https://benefits.surest.com/preview/access-code>
- UnitedHealthcare (PPO Plan with HRA, High Deductible Health with with HSA, and EPO Plan):
  - In-Network UHC Medical Provider: <http://www.whyuhc.com/t-mobile>
  - In-Network UHC Behavioral Health Provider:  
<https://connect.werally.com/behavioralProvider/root>
- UHC Members: (877) 259-1527 (Group #222244); <https://myuhc.com/> or mobile app
- HMSA (Hawaii Only): <https://hmsa.com/search/providers/>
- HMSA Members: (800) 776-4672 (Group #94833); <https://hmsa.com/>

With that said, you don't have to navigate your options alone. Lyra's Care Navigation team of trained specialists are here to support you in navigating options. For this level of support, you can call Lyra's Care Navigation team at 855-780-5958.

*Note: Out-of-network providers are not eligible for the 10 EAP sessions*

### **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 hour notice for cancellations. Please refer to your provider for questions about their cancellation policy and payments.

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.

### **How can I recommend Lyra to a colleague or household member under the age of 18?**

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.
- Household members 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 have trouble accessing the platform and believe you should be able to, please contact a member of the Lyra Care Navigator 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 13. Parents or guardians of minors can contact the Lyra Care Navigator Team on their behalf. A member of the Lyra Care Navigator Team, when legally appropriate, can help individuals find and receive care.

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

Lyra works with a diverse set of experts, caring providers who are dedicated to helping you meet your mental health goals. Lyra providers self-identify across a broad range of racial, gender, sexual, and other cultural identities. The Lyra provider team has deep experience across a diverse range of specialties, including providers who specialize in adults, children/adolescents, and couples, as well as suicidality, substance use specialists, and experts in caring for underrepresented minorities. You can always contact the Lyra Care Navigator Team if you need help searching for a provider that meets your needs.

### **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](#) and [HIPAA notice](#) for more details about the types of information we collect and/or share.

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

Part of Lyra's mission is to ensure that members receive 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 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.

## **I want to see if a specific provider is in the Lyra network and will cover my 10 EAP sessions per issue per year. What should I do next?**

We recommend calling the Lyra Care Navigation phone line for assistance at 855-780-5958. If the provider is in network with Lyra, the Care Navigator will send you the provider's Lyra profile where you can book directly with that provider. Or, if the provider of interest is in the Lyra network and you are already receiving care from them, the Care Navigator will confirm this and thereafter there is no action needed. You should also notify your provider that T-Mobile offers Lyra. Your 10 EAP sessions per issue per year will begin to apply.

If the provider is *not* in the network, the Care Navigator will send a link to a form that you can share with your provider to encourage them to apply for the Lyra network.

Here is a sample email template you can share:

*My company provides a benefit for therapy through Lyra Health ([livemagenta.lyrahealth.com](https://livemagenta.lyrahealth.com)), and I'm looking to see if you'd be interested in applying. Lyra will cover the cost of goal-oriented evidence-based care. If you apply and get accepted, Lyra will pay you directly via direct deposit for our visits. In addition, you'd be part of their network and get additional referrals.*

### *Provider Criteria:*

- *Practice evidence-based methods*
- *Use goal-oriented therapy*
- *Have the appropriate credentials, including an active and independent clinical license in your state*
- *Adhere to Lyra's policies and procedures, including reporting of outcomes*

### *Application Process:*

- *Apply to be a Lyra Provider here: [lyrahealth.com/apply-now](https://lyrahealth.com/apply-now)*
- *Under "How did you hear about Lyra?" Please select "Existing client has Lyra benefit" to expedite review of application.*
- *Lyra reviews application to see if you meet their criteria*
- *Lyra will send a decision via email*
- *If Lyra decides to move forward, you'll be asked to send additional information to be credentialed*

*If you have additional questions, please email [providers@lyrahealth.com](mailto:providers@lyrahealth.com).*

## **Lyra Care Navigation**

### **What are the main services Lyra's Care Navigation team provides?**

- General FAQs and overview of Lyra benefit
- Provider matching and appointment booking
- Organizational support like critical incidents and manager consultation
- Connection to specialty services including Nicotine Quitline, Autism Spectrum Disorder (ASD) Navigation, Complex Care, and more

### **How can a member reach a Care Navigator?**

On Lyra's home page and throughout the app and web experience, members can click on the headphones icon which provides phone number, email, and chat options to connect with a Care Navigator. Members can also scroll to the bottom of the homepage and book with a care navigator. Members can always call 855-780-5958 or email [care@lyrahealth.com](mailto:care@lyrahealth.com).

### **Do we offer Dedicated Care Navigators to our members?**

Yes. All members will be assigned a dedicated care navigator that will be with them throughout their wellbeing journey. Members can access both their care team and dedicated care navigator via the app and web experience.

### **Can members choose their dedicated care navigator? If they are assigned to one, do they stay with that one forever? If they don't like them, can they change?**

They do not choose their dedicated care navigator. However, they can always call in and request to speak to someone else if they don't like their original care navigator.

### **What if a member's dedicated care navigator leaves Lyra or takes PTO?**

We assign members to a different Care Navigation team member if someone leaves and/or goes on PTO, sick leave, etc.

### **How far in advance can members schedule a call? What happens if there are no appointments available through the platform?**

Members can schedule a call up to six days out. If there are no appointments available, they are always welcome to call/chat/email in for immediate support.

### **What is the experience when calling into the Lyra Care Navigator Team?**

Prior to connecting with a live team member, to ensure effective and efficient service, the member is provided with disclosures and a phone tree. These include: emergency and confidentiality disclosures, Spanish-speaking assistance, and reasons for the call: general assistance, billing, escalated clinical needs, etc.

## **What kinds of questions and topics can the Lyra Care Navigator Team support?**

Lyra members can reach out to the Care Navigator Team 1-877-505-7147 for questions and topics ranging from eligibility, benefit questions, eligibility, support in finding a provider, and more.

## **What is our High-Risk support?**

We have a standardized protocol to engage with members who are flagged as high risk. In triage, screener questions assess the risk of self-harm, and risk flags are automatically designated based on triage responses. If a member is flagged as high risk, a clinician will reach out to conduct an assessment and coordinate next steps, including connecting with a provider. The clinician will provide ongoing support until the first appointment with a provider.

## **When a high-alert member connects with a Clinical Care Navigator, how is the member's risk screened? What questions are asked?**

Clinical Care Navigators (CCNs) use a structured risk assessment to learn about:

- SI (Suicidal Ideation): thoughts, plan, intention, imminence, and access to means within the past two weeks.
- Non-suicidal self-injury (NSSI).
- Homicidal ideation (HI) within the past two weeks.

Additionally, members are screened for the history and recency of suicide attempts and mental health hospitalization.

## **What are the criteria for triaging high-risk callers to a clinician?**

The following callers are triaged to a clinician immediately:

- Adult callers who endorse suicidality with a plan (or more) within the past two weeks.
- All callers supporting children with any suicidality.
- Any callers endorsing non-suicidal self-injury.
- Any callers who endorse any homicidality.

## **What happens after a member is flagged as high risk when searching for care through the online platform?**

Any member who expresses thoughts of suicide or self-harm during our digital intake assessment receives proactive outreach from a Lyra Care Navigator (a licensed clinician), who will offer critical in-the-moment support and resources.

- **Initial Outreach:** Members are prompted to provide their phone number at registration so that our clinical care team can reach out. This proactive approach assists high-risk members who might not have the energy to dial a number or schedule a call.
- **Assessment & Safety Planning:** Once connected, the licensed clinician will de-escalate the distressed member and engage them in a risk assessment and crisis safety planning (e.g., securing lethal means, generating distraction strategies, and creating a list of people to turn to for support).

- **Urgent Response:** If a member endorses intent to commit suicide or homicide in the next 48 hours, the Care Navigator keeps the member on the line and may dispatch first responders for a wellness check.
- **Care Coordination:** The Care Navigator prioritizes booking an appointment with a specialist in suicidality live over the phone and ensures the member is safe and stabilized before ending the call.
- **Follow-up:** Following the call, the Care Navigator checks in with the member over the next several days to ensure they attend their first appointment.

### **Will the Care Navigation team proactively reach out to high-risk members?**

Yes, they proactively reach out as detailed in the process above.

### **What does the Care Navigator team do if a member expresses dissatisfaction with a provider?**

Members can express concerns through a couple of pathways:

- **Proactive Outreach:** If a member submits a care outcome survey with low Therapeutic Alliance scores, they receive an automated email offering support, which invites them to connect with the Care Navigator team.
- **Direct Outreach:** Members can also reach out directly to the Care Navigator team at any time to request help.

If a member isn't happy with their provider, the Care Navigation team will take the following steps:

1. **Feedback and New Provider Options:** They submit a feedback form on the member's behalf and offer options for new providers.
2. **Escalation for Provider Concerns:** If there are specific concerns about the provider (e.g., clinical issues or unprofessional behavior), they notify the Provider Operations team, who will investigate the situation.
3. **"Not a Fit":** If it's simply a matter of personal preference or "not a good fit," they support the member with a personalized search to help them find a better match.
4. **Formal Complaints:** Members can also submit a formal complaint, which triggers an internal investigation, but this process is typically reserved for more serious issues rather than general dissatisfaction.

## **Lyra Library**

### **What is the Lyra Library?**

The Lyra Library is a consolidated hub of on-demand, self-led skill-building resources designed to support ongoing mental wellbeing.

Here are the key features and content included in the Lyra Library:

The library includes mental health topics across different types, such as:

- Articles
- Meditations
- Breathing exercises
- On-demand courses on work-related mental health topics
- Live events (Public Workshops, Public Discussion Series, and Public Gatherings)

It features a Mindful Mix feature that provides a personalized, playlist-style list of recommended content. The page layout is simplified with enhanced search and prominent media filters to support easier navigation and content discovery.

### **How often does Lyra add new content to the library? How often does Lyra review and update older content?**

The library includes titles across different types of content (articles, meditations, breathing exercises, live events, on-demand courses). Lyra regularly adds content on a rolling basis. The Clinical Product & Research team assesses engagement and current/emerging trends and performs regular audits to ensure content is relevant and inclusive.

### **Is content translated into non-English languages?**

Over half of Lyra's library is translated into multiple languages.

### **Are there any additional costs for members?**

No.

### **Are resources from the Library ungated?**

Yes, selected resources are ungated and accessible via direct link, including:

- Written: Written Articles, Workbook Journals
- Videos: Breathing exercises, standalone videos (not part of a Course)
- Audio: Meditation, Soundscapes All other content types (Courses, Events) will remain gated and only accessible to registered members.

# **Mental Health Coaching & Coaching for Parents**

## **What is Lyra Mental Health Coaching?**

Lyra's Mental Health Coaching is a treatment option for members experiencing mild to moderate mental health symptoms. Members get short-term, evidence-based support from a consistent, certified coach via video or live messaging sessions, coupled with between-session activities. Lyra's Mental Health Coaching includes modules and content tailored for parents to reduce parental stress and build positive family relationships.

## **How does Mental Health Coaching support parents with child behavioral support?**

Lyra provides content and skill-building exercises focused on navigating child behavioral challenges and promoting emotional health. This includes a personalized plan with evidence-based mental health support and guidance for common child behavioral challenges such as tantrums, transitions, technology use, picky eating, and more. It offers emotional support for parents with kids of all ages and skills for behavioral challenges across the age spectrum from preschool to adulthood.

## **What problems is Lyra addressing for members?**

<b>Problem</b>	<b>How Mental Health Coaching helps</b>
<b>Mental health stigma</b>	Coaching is a more approachable, lower-stigma care option compared to therapy, which is likely to increase engagement in care.
<b>No time or interest in video calls</b>	Offers Mental Health Coaching via live messaging sessions, which is appealing to members who aren't ready for face-to-face interactions or lack a private space to communicate.
<b>Symptoms aren't clinically indicated for therapy</b>	Excellent option for members experiencing mild or moderate mental health symptoms that are not best addressed through therapy or psychiatry.
<b>Limited options for proactive, mental health self-improvement</b>	Makes it easy for members to access and proactively engage in evidence-based, life-enhancing care.

## **What type of members would use this offering?**

Coaching is a highly effective care option for members experiencing mild to moderate symptoms or for those who want to be proactive about their mental health. Not all members need therapy.

## **Which members are best suited for Coaching for Parents?**

Coaching for Parents is best suited for parents or caregivers who are looking to improve their own mental health or are interested in learning new skills to address mild to moderate behavioral challenges with kids aged 0-17. If either the parent or child is experiencing a severe mental health problem, individual therapy is a better fit.

## **Are expecting parents a good fit for Coaching for Parents?**

While not specifically designed for expecting parents, Lyra has content that supports expecting parents and many elements of the program would be beneficial for these members, especially the focus on the mental health of the parent.

## **How does Mental Health Coaching differ from therapy?**

Lyra offers different care options for different needs, recognizing that mental health exists on a spectrum.

- Coaching is most beneficial for members who need support with mild to moderate challenges such as stress, burnout, anxiety, or relationship issues. An ICF-certified, Lyra-trained coach will help members learn new strategies to feel better and stay on track.
- Therapy is most beneficial for members with a mental health disorder, such as anxiety or depression, as defined by the APA.

Both options start with a short assessment of symptoms, severity, and preferences to direct members to the right care.

## **How does Mental Health Coaching differ from other forms of coaching, like executive or career coaching?**

While members can use Lyra's Mental Health Coaching to improve professionally, the program focuses on addressing mild and moderate mental health challenges and preventing more serious ones. By developing skills to manage challenges like stress and burnout, members are more present both personally and professionally.

## **Can a member simultaneously receive Mental Health Coaching and other Lyra treatments?**

Yes, in certain circumstances, a member can simultaneously receive Mental Health Coaching and other Lyra treatments. For example, if a member is participating in mental health coaching, they can also participate in medication management. Members should discuss with their providers whether a referral to another provider is clinically indicated.

## **Can multiple parents or caregivers work with the same parent coach?**

Yes, multiple parents or caregivers can work with the same coach in the Coaching for Parents program when coaching is focused on learning new parenting skills. If the discussion moves towards topics like the couple's marital relationship itself, they may be better suited for another program like couples' therapy. The decision is a collaborative process between the coach and the members.

- The client who signed up for care is legally considered the client, and the secondary parent is not.

- In most circumstances, parents or caregivers need to be in the same physical location to join a session, as only one call link will be provided.

### **What kinds of challenges can coaches help members address?**

Coaches can help members address:

- Mild to some moderate anxiety, depression, or grief
- Perfectionism and self-criticism
- Low confidence or self-doubt
- Imposter syndrome
- Work/Life Balance
- Dating or recent breakup
- Ineffective communication
- Overcoming self-limiting beliefs
- Emotional reactivity or poor emotional coping
- New Child behavioral challenges (tantrums, arguing, technology use, bullying)

### **Which topics may be discussed while working with a parent coach?**

Coaching for Parents provides personalized parenting support to reduce stress and improve child behavior.

Topics vary based on the member's challenges, but may include:

- **Parental stress and mental health support topics:**
  - Parental burnout
  - Navigating parental leave
  - Balancing work and family
  - Managing your emotions as a parent
  - Culture and parenting
- **Child behavioral topics:**
  - Developmental expectations of kids
  - Talking to kids about difficult subjects
  - Identifying the member's emotional triggers
  - Respecting privacy and encouraging independence
  - How to talk to kids about seeing a therapist

### **Do coaching sessions follow a prescribed curriculum or are they more free-form and consultative?**

Coaches do not follow a set prescribed curriculum. Their support is always tailored to each member based on their unique concerns and goals and drawn from evidence-based treatments such as Cognitive Behavioral Therapy (CBT) and Acceptance and Commitment Therapy (ACT). Lyra's digital content supports the 1:1 coaching by providing psychoeducation and skills between sessions.

### **What is the Live Messaging coaching modality?**

Live Messaging is an accessible and private coaching modality where members communicate with their dedicated mental health coach through a real-time messaging platform instead of a video call. It's a good fit for members who may not have the space, time, or preference for video calls. Members can choose to alternate between messaging and video sessions.

### **Is Mental Health Coaching available in person?**

No, Lyra currently does not offer Mental Health Coaching in person.

### **What does Lyra's network of coaches look like, and what level of training do they have?**

Lyra directly employs mental health coaches.

- All coaches attended ICF-accredited coach training programs.
- All coaches enroll in Lyra's 16-week ICF CCE-accredited onboarding, which includes intensive experiential workshops, group sessions, and internal tool training.
- All coaches receive support and oversight from their supervisor and licensed mental health clinicians.

### **Are there state licensure requirements for coaching as they are for therapy?**

No, there are no state-level licensure requirements for coaching.

### **What level of training does Lyra's parent coaches have?**

Parent coaches have all completed additional training beyond the standard ICF certification and Lyra-led modules. Lyra's parent coaching model is based on Behavioral Parent Training (BPT), a research-backed approach shown to improve child behavior and decrease parent stress. Parent coaches complete several months of training combining asynchronous learning, live workshops, role-playing, and real client practice to become proficient in BPT. The application process screens for individuals with professional or personal experiences that prepare them to support parents.

### **Do all mental health coaches offer coaching for parents, or do a specialized group only offer it?**

Coaching for Parents is exclusively delivered by a subset of specialized coaches who have undergone the additional training outlined above.

### **How do members access this offering?**

Members access Mental Health Coaching through the search for care module or by connecting with a Care Navigator team via phone or email.

### Is there a session limit for coaching?

No, there is not a strict session limit specifically for coaching. Mental Health Coaching is designed to be short-term, and data shows many members demonstrate clinical improvement in six sessions or less. Coaches monitor symptoms on an ongoing basis with outcome assessments.

### What if a member needs to be escalated to therapy?

- **During member registration and assessment:** Lyra uses a short assessment to make a care recommendation. If subsequent assessments indicate symptoms are better addressed by therapy, the member may be transitioned to therapy prior to their first coach meeting. The coach and the Care Navigator team will help them find a new provider and support the transition.
- **During Mental Health Coaching:** Coaches monitor member symptoms ongoingly with the PSS, PHQ-9, and GAD-7. If a member presents with more severe symptoms or complex needs, coaches consult licensed mental health clinicians to evaluate if coaching is still the right course of care. If a transition is needed, the Care Navigator team will work with the coaching and therapy teams to find the right provider and ensure a seamless experience.

### Which languages does Lyra offer coaching in?

Lyra's coaching programs are currently only offered in English.

#### Terminology

Term	Definition
ICF	The International Coaching Federation is a global organization that creates coaching standards, provides coaching certification, and accredits programs delivering coaching education.
CBC	Cognitive Behavioral Coaching is a coaching model based on evidence-based psychological models. It was derived and developed from two techniques: Cognitive Behavioral Therapy (CBT), and to a lesser extent, Rational Emotive Behavioral Therapy (REBT).

## **Guided Self-Care**

### **What is Lyra's Guided Self-Care program?**

This offering is designed for members with mild to moderate issues that want to fit care into their busy lives using self-care resources with the support of a Lyra Coach.

The process includes:

- A face-to-face video session, as soon as same day or next day, to quickly build trust and understand the member's situation.
- Following the session, the coach personally assembles a custom care plan with exercises and lessons for the member to work through at their own pace.
- The same coach is available via messaging throughout care to keep members motivated, answer questions, and provide support. They are also typically available for additional sessions if a client requests them.

### **What is the structure of the single session with guided self-care?**

- A video session, as soon as same day or next day, with a Lyra Coach to identify and talk through challenges.
- A personalized six-week care plan crafted by the Lyra Coach.
- Enhanced lessons, strategies, and exercises to continue growth.
- Messaging with the coach to answer questions and motivate.
- Building trust with the same coach throughout the care journey.

### **When is this program recommended?**

This program is suited for members who:

- Are feeling stressed lately, such as after a fight with a partner.
- Prefer to work through things at their own pace but want a provider available for questions and motivation.
- Are managing stressful situations at work or home (e.g., conflict with a co-worker, bad performance review, career progression questions).
- Are going through transitions (e.g., new job, new home).
- Don't have time every week but still want support from a coach.
- Are not interested in a traditional therapy model.

### **How does this program address personalization and immediacy?**

The offering is more immediate than therapy and more personalized than a self-care app, designed to meet member's personal preferences. It provides an immediate care option that is personalized, unlike cookie-cutter self-care programs.

## **Lyra Therapy**

### **What is Lyra Therapy?**

Lyra offers evidence-based in-person and virtual therapy to clients, with in-between session exercises to help build skills between sessions.

### **What kinds of challenges can therapists help members address?**

No matter what you're dealing with, Lyra can help. We offer 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
- Frequent worry
- Grief
- Loneliness
- Parenting challenges
- Perfectionism
- Racial stress
- Relationship issues
- Stress management
- Trouble sleeping

### **How do members access this offering?**

Members access Therapy through the search for care module or by connecting with a Care Navigator team via phone or email.

### **What does Lyra's network of therapists look like, and what level of training do they have?**

All Lyra therapists must be licensed and in good standing (we do a full credentialing process). We require that our providers exclusively practice evidence-based therapies (EBTs). Lyra prioritizes a provider's experience with EBTs over their years of experience as a licensed clinician. Some providers who have been practicing for years have had little to no exposure to EBTs. Currently, our therapy network consists of master's-level clinicians and Ph.D./PsyDs. EBTs are proven in multiple peer-reviewed studies to show clinical improvement or recovery.

## **What's the difference between Therapy and Mental Health Coaching? Which members are best suited for Therapy?**

There is no one-size-fits-all solution to mental health. Lyra provides different care options for different needs across the mental health spectrum.

Coaching is often most helpful for members that need support with challenges like stress, burnout, anxiety, and relationship issues. 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, PTSD, or eating disorders.

## **Does Lyra provide in-person therapy options?**

Yes. You can share your preference for in-person vs. virtual therapy when searching for care through the platform or with the Lyra Care Navigator Team.

## **Which languages does Lyra offer care in?**

Lyra providers speak non-English languages, currently including American Sign Language, Arabic, Chinese, Farsi, French, German, Hindi, Japanese, Korean, Portuguese, Russian, Spanish, Vietnamese, and more.

## **What types of therapies does Lyra provide?**

Lyra supports evidence-based therapies and practices. For a list of the most up to date evidence-based therapies available please visit: <https://www.apa.org/practice/resources/evidence>.

## **If I have a child below the age of 18 years of age, am I able to manage their care?**

Members aged 12 and under must have their parent set up the account and search for care. Parents and children work together to select a provider, schedule care, and create a customized care plan for the child's unique needs. Lyra offers child and family therapy services.

Teens aged 13+ can create their own profile and search for care. They can select a provider and receive care after the provider verifies parental consent. We offer Lyra Care for Teens, a program that combines traditional session-based care with digital between-session support. All teen content was developed for teens and has gone through extensive testing to ensure effectiveness. Teens can also search our preventive wellness content on the digital care platform and mobile app.

Lyra follows all federal and various state laws around minors, consent, and parental permission to receive mental health care. We only allow minors to start care when legally allowed.

## **My spouse and I want to use my 10 sessions per issue per year towards couples' therapy. How does it work?**

The 10 sessions per issue will apply to whomever initially schedules the couples' therapy session. For additional couples therapy sessions beyond the 10 sessions, or for support with another issue later in the year, you can have the other partner register for Lyra. Lyra's Care Navigator Team and providers can assist you in making the most of your covered sessions per issue per year.

## **Lyra Care for Teens**

### **What is Lyra Care for Teens?**

Lyra Care Therapy supports teens aged 13-17. Teens will be able to access regularly scheduled session-based care with between-session digital lessons, exercises, guides, and assessments tailored to their needs. Specialized providers exclusive to Lyra's network will deliver the immersive, evidence-based Lyra Care experience. Providers craft an individualized care plan for each teen, and symptoms are tracked throughout care to evaluate clinical outcomes based on teens specific clinical measures. Teens will have ongoing support throughout care and will be able to message their provider between sessions to ensure the care plan meets the teen's needs and goals.

### **What ages qualify for this offering?**

This offering is available to teens aged 13-17.

### **What is different about the Lyra Care for Teens experience versus the Lyra Care Therapy for Adults experience?**

- Digital content will be tailored to the teen audience; lessons will be related to teen-specific situations and challenges with teen voice actors, exercises and assessments will be teen-appropriate.
- The clinical measures used to assess outcomes will be specific to the teen demographic.
- In accordance with individual state laws, our immersive teen therapy will also require consent from a parent before the onset of care.

### **What will the level of parental involvement be in the treatment plan?**

- Parents will consent to care for their teen and attend the initial intake session with the teen and the provider.
- The teen will have a separate Lyra login where they will complete all sessions and between-session content.
- If the provider, parent, and teen member agree upon it, the parent may have an option to coordinate with the provider directly for updates regarding the teen's care.

- If a safety concern arises during care, the provider will contact the parent (and necessary authorities) if clinically indicated and in line with state law guidance.

### **Will teens be able to message their providers between sessions?**

Yes, teens will have the ability to message their provider between sessions using the Lyra Health App or through the Lyra Health website.

### **How can dependents under 13 register for and receive care?**

Dependents under 13 can receive care through their parent's account. Parents can register and find care for their children 12 and younger.

*Note: If a minor who is 12 years old lives in a state that allows them to seek mental health care without parental consent, the minor can contact Lyra's Care Navigator Team for assistance in finding a provider and scheduling an appointment without involving their parents/guardians.*

### **Can parents attend virtual sessions with their teens?**

- Parents will be required to join the first session to consent to treatment. In that session, parents also can contribute valuable clinical information about the teen and learn about the therapy process.
- Parental involvement in subsequent sessions is optional and will vary based on circumstance. Parents and members are recommended to work with their clinician to understand the clinical recommendation for parental involvement based on the teen's needs.

### **Will parents have access to the clinical outcomes data?**

Lyra requires a Release of Information form to be completed before releasing any clinical or outcomes information, whether to the client or a third party. Verbal authorization from the client and/or release directly from providers is not permissible.

### **Will members see the Lyra Care for Teens offering in the product?**

No. Neither the phrase "Lyra Care" nor "Lyra Care for Teens" will be seen within the product. Members will see therapy as a care modality with provider options matching their preferences.

### **Will the same provider be able to see multiple members of the same family?**

No, standard clinical and ethical guidelines prohibit providers from treating various members of the same family concurrently. This ensures providers maintain clinical objectivity and care standards.

## **Will appointments be available on nights and weekends (e.g., after school hours)?**

Yes.

## **How can teens access Lyra Care Therapy?**

A teen can access Lyra Care Therapy the following ways:

- **Provider recommendation:** A teen may be receiving care from another one of our providers who may recommend Lyra Care as a treatment option.
- **Teen search:** A teen can register and search for care and may be recommended Lyra Care based on their clinical assessment during triage.
- **Parent-led search:** A teen's parent can search for and find care for their teen.
- **Care team/concierge:** A Care Navigator can refer a teen to Lyra Care therapy after the parent calls seeking referral if symptom severity aligns with this treatment option.

## **Medication Management**

### **What is medication management?**

Lyra's medication management provides members with expert consultation and ongoing support for mental health medication needs that are grounded in proven, evidence-based prescribing methods. Our approach combines in-depth sessions with a physician and digital therapeutic tools that enhance care and improve outcomes. Lyra Medication Management is available in the US. However, it isn't currently available in Puerto Rico.

Our online platform helps members and providers monitor symptoms and progress, coordinate care with multiple providers, and communicate between sessions.

Medication management includes:

- Effective medication prescribing practices that closely adhere to best practices recommended by APA
- Member education on medications, rigorous symptom monitoring, and direct provider messaging between sessions
- Additional support for members with more complex clinical needs and coordinated care for those seeing multiple providers

### **What type of providers are our Medication Management physicians?**

Board-certified, Internal Med or Family Med physicians. Most are mid-career professionals and have an interest and/or additional training in Behavioral Health.

### **How does medication management work for members?**

Before the first session, the member completes an intake form so the provider can review key details before the consultation. The first session is a comprehensive consultation that lasts up to 60 minutes. During the

consultation, members and physicians discuss symptoms, medical history, and APA-recommended treatment options. There is ample time to build trust and understand side effects and tradeoffs. Together, the member and physician make an informed medication decision.

### **What happens in the consultation?**

Lyra has designed the most comprehensive consultation to eliminate prescribing errors and create a better member experience. A 60-minute consultation means members:

- Build trust with their provider
- Discuss all treatment options (including therapy)
- Share full lifestyle & medical history
- Discuss any concerns about mental health medication
- Understand which APA-approved medication might be the best fit
- Get a thorough psychiatric diagnostic assessment (covering 20 separate dimensions)
- Gain an understanding of how their medication works
- Review possible side effects and how to deal with them
- Don't feel hurried into an important decision

### **What do "digital check-ins" mean?**

"Digital check-ins" include check-in assessments (measuring symptoms and side effects) sent to the patient to help guide care between visits. They also include personalized messages from your physician checking in on the treatment plan and if there are any side effects.

### **Why is a consultation valuable if a member is already on mental health medication?**

Prescribing errors in the mental health medication world are common. Members already on a mental health medication can benefit from a second opinion to ensure they are on a medication that is most effective for them and APA recommended.

### **What are the main use cases for Lyra's Medication Management program?**

1. A member who hasn't been prescribed any medication but is curious if it might be a good fit for them
2. A member who is looking for a second opinion on a diagnosis
3. A member who has already been prescribed medication and is looking for a refill

### **What prescriptions can Lyra's physicians prescribe?**

Mental health physicians at Lyra prescribe mental health medications using evidence-based practices. Based on the member's unique symptoms, preferences, diagnosis, and needs, they prescribe medications that are recommended by the American Psychiatric Association (APA) as a first-line treatment for the member's specific needs.

If a member needs a controlled substance such as benzodiazepines and stimulants, they will need to book an in-person appointment with a prescriber. Prescribing controlled substances virtually are against telemedicine laws.

### **How many times does a member see their Medication Management prescriber?**

Members see their prescriber on an as-needed basis. For example, it could be every two weeks then monthly after a client is settling into their medication.

### **How does a Medication Management prescriber coordinate with a member's PCP?**

Our physicians strive to communicate with a patient's primary care provider (PCP) if they have one, using a Release of Information. This is particularly important if they are on other medications or have recently been managed for mental health issues by their PCP. If the patient does not have a PCP, we generally encourage them to establish care with one.

### **When does the member see the projected cost of care?**

The member can see a cost estimate depending on their health plan before they schedule with a provider.

### **If a client is seeing a Lyra Medication Management provider and a Lyra Therapy/Lyra Coaching provider - do both providers have access to the client's care history and notes?**

Yes, providers have access to any notes written in Lyra's back-end provider platform.

### **How are side effects and adherence to medication management measured?**

Side effects and adherence are self-reported and discussed during follow-up visits.

### **What is the referral member experience from Lyra Therapy to Lyra Medication Management?**

The Care Navigator team will proactively reach out to the member with recommendations or how they can search for care on the Lyra platform.

### **What if I have member cost share concerns?**

Conversations between members/providers can include:

- Provider refers members back to benefits team to understand what is in their plan
- Providers will review what is the indicated need to continue to care and potentially space out appointments.
- The provider could potentially refer the member back to PCP for additional support
- The provider could offer to write a treatment summary letter

The provider does share this with the member in the consent paperwork, so they are aware of the cost.

## **Does Lyra provide formularies to our prescribing providers so they can prescribe medications that are cost-effective/in-network for the member?**

Lyra Medication Management is designed to provide clients with evidence-based treatment. We have a high rate of generic and evidence-based prescribing, which ensures we align with most formularies. The medications we prescribe are usually covered by the member's health plan and are often on the "\$4 list." In the rare cases where a medication requires prior authorization, our physicians have time allotted to complete these requests promptly.

## **Why can't our therapists prescribe medications?**

Therapists and medication providers have distinct clinical expertise, which is why members typically work with separate providers for therapy and medication management. Therapists, such as psychologists and licensed clinical social workers, specialize in evidence-based therapy but do not have the medical training or licensure to prescribe medications. At Lyra, psychiatrists and psychiatric nurse practitioners handle medication management. These providers have the medical training to assess, prescribe, and monitor medications for mental health conditions. While therapists and medication providers do not overlap in roles, they work collaboratively to ensure comprehensive care. If a member receiving therapy needs medication support, our care team can help connect them with a psychiatric provider for seamless coordination.

## **What is the protocol for follow-up sessions and why are they shorter than the initial consultation?**

Our follow-up sessions for medication management are designed to be efficient while maintaining high-quality care. These sessions focus on evaluating treatment effectiveness, monitoring side effects, and adjusting medication as needed. Although follow-ups are shorter than the initial consultation, they are highly focused on key indicators of improvement, medication tolerance, and necessary adjustments.

## **How do we measure improvement?**

To measure progress, providers use evidence-based protocols, including standardized clinical assessments like the PHQ-9 for depression and GAD-7 for anxiety. These tools help track symptoms objectively over time, ensuring treatment decisions are data driven. Additionally, members can message their provider between sessions to report symptoms, allowing for real-time modifications to their treatment plan.

## **Lyra Renew**

### **What is the Lyra Renew program?**

The Lyra Renew program provides members with confidential access to Lyra's integrated alcohol, substance, and mental health recovery program that provides cost-effective, high-quality care to improve their relationship with substances.

- The Lyra Renew program provides members with confidential access to Lyra's integrated substance and mental health recovery program that provides high-quality care to improve their relationship with alcohol and substances
- Full-spectrum care model to effectively support all needs in substance use, whether it be exploring use to moderate- and high-risk substance use
- Streamlined addiction care from the privacy of your home with virtual therapy visits, progress tracking, skill-building exercises, and group support facilitated by peer recovery support specialists
- Opportunity to incorporate medications for addiction treatment (MAT) in care plans if eligible and clinically appropriate
- A coordinated, dedicated provider team supports members to stay on track and avoid recurrence
- Treatment facility searches and vetting are available if higher levels of care, such as residential treatment, are needed
- Only accessible to members 18+ years old

### **What substances are we treating with Renew?**

- Drugs (Cannabis, Opioids, Stimulants, and Tobacco) and alcohol

### **What does the Lyra Renew program include?**

Lyra Renew expands upon Lyra's Therapy and Medication Management but has additional supporting features and programs to enhance the member care experience and recovery.

#### **Complete intake with a therapist**

- Reviews thorough history with the client
- Triage to the appropriate level of care (using an algorithm to assign peer support, therapist, physician or recommending other levels of care based on severity and client factors such as eligibility/session count)
- Peer support to assist the care team in client communication, coordination, and needs
- Using shared decision making develops a recovery plan with the client addressing client goals, level of severity, and evidence-based standards

#### **Connect with a peer recovery support specialist (PRSS)**

- A client can use peer support check-ins to support and reinforce what they achieve in therapy

## **Psychosocial support**

- Group sessions incorporating elements from peer facilitation groups
- Couples therapy
- Family therapy and support
- Ongoing relevant digital lessons, content, and workshops to support members' treatment

## **Ongoing monitoring**

- Symptom tracking and monitoring for substance/alcohol use and co-occurring disorders

## **Weekly Lyra team consultation**

- There is a weekly multidisciplinary Lyra team meeting to discuss cases and plans. This is where the therapists, peer recovery support specialists, and physicians meet to discuss the member's recovery and determine if the plan needs to be iterated

## **High levels of care with the Complex Care program**

- Referral to higher levels of care and coordination for step-down care
- Residential care or inpatient withdrawal management if necessary

## **What type of content is available within the Lyra Renew program?**

Similar to all of our Lyra care programs, there are several types of content available for our members and our clinicians. These include psychoeducational guides to help members better understand addiction, activities such as tracking use and monitoring cravings, as well as digital video lessons to help demonstrate key recovery concepts.

## **How does Lyra Therapy support Alcohol Use Disorder (AUD) and Substance Use Disorder (SUD)?**

Lyra therapy uses cognitive behavioral therapy to treat AUD and SUD and co-occurring disorders. By utilizing motivational interviewing and enhancement therapy tactics, members develop coping skills, prevent relapses, and reduce harmful behavior.

## **How does Lyra Medication Management support Alcohol Use Disorder and Substance Use Disorder?**

Lyra Care's Physicians and Specialty Prescribers offer a range of effective medications to help members reduce cravings, support withdrawal, and decrease substance intoxication. Lyra offers five approved medications including Naltrexone, Acamprosate, Disulfiram, Gabapentin, and Topiramate for alcohol and 6 FDA-approved medications for tobacco use disorder. We partner with an OUD service to offer medications for opioid use disorder as we cannot currently prescribe controlled substances sustainably via telemedicine due to federal law.

## What are the different modalities of service available for SUD support?

- Screening for all members going through onboarding
- Nicotine Quitline for members wanting help to quit smoking
- Medications for addictions
- Addiction specialists in the Lyra Network
- Lyra Renew with components of therapy + digital content + groups + peer support
- Support for higher level of care transitions through Complex Care

## What's the difference between outpatient and rehab centers?

Residential care should only be reserved for people that cannot access non-using environments or without housing, or people with complex medical/psychiatric needs. Outpatient treatment is effective (and cost-effective) in comparison; access needs to expand so that people are treated earlier.

## Why outpatient treatment is better than residential care for many cases:

- Residential treatment may be cost-prohibitive
- Residential environments are artificial
- People cannot engage in other activities when in a residential environment
- Residential treatment is only indicated for people who meet the criteria
- Residential treatment does not always mean aftercare or evidence-based care in the treatment
- Residential treatment should be treated as a catastrophic health event (akin to hospitalization for heart disease) and the goal of treatment should be outpatient maintenance.

## Who would be an ideal candidate for this program?

The program is intended to treat a spectrum of use levels. This will range from those with any problematic alcohol use on the AUDIT-C to those with moderate-severe alcohol use disorders as defined by the DSM-V. Ultimately, they should have a desire for some reduction in drinking and/or abstinence.

Category	Example	Persona
Moderate to High-Risk Alcohol or Substance Use without a Use Disorder	An individual who binge drinks 2-3 times a week, but can function	A 26-year-old employed professional who binge drinks 2 times a month at work events but has not yet had negative impacts

Mild Alcohol or Substance Use Disorder	Meets at least two criteria for AUD or SUD	A 42-year-old employed professional using alcohol to cope with stress even though it is causing them to miss deadlines and creating friction in a relationship
Moderate Alcohol or Substance Use Disorder	Meets at least 4 criteria for AUD or SUD	A 36-year-old professional who is drinking to cope with depression, having poor outcomes at work and, leaving work early to drink alcohol, and not fulfilling parenting duties
Severe Alcohol or Substance Use Disorder with no history of complicated withdrawal	Meets at least 6 criteria for AUD or SUD: no history of complex withdrawal such as seizures, hospitalizations, or heart rate/blood pressure changes (and generally no medical comorbidities)	A 38-year-old executive who drinks at work due to tolerance/withdrawal, making errors, lost a relationship due to drinking and often drives while intoxicated. Has been able to maintain 1-2 weeks of sobriety for major meetings without too many physical symptoms by "white-knuckling it."
Someone in recovery with any level of use		A 36-year-old employed professional who completed treatment in an IOP, attending 2 AA meetings a week, seeking extra support as they are feeling depressed having ended a relationship

**Who would not be a good fit for the program?**

- Requiring Inpatient for medical complications
- Requiring medically supervised withdrawal
- Requiring a change of location in residential
- Court Mandated or other mandated treatment

**What type of support is offered for the member as part of the navigation for the in-patient and/or out-patient journey?**

If a member is in Renew and needs to be escalated to a higher level of care, the Complex Care team can assist them in identifying the best fit facility, the best level of care needed with the input of the therapist, whether or not there is space available, whether they are in network, and more. The Complex Care team

would help the member also step back into Lyra (for example Renew) and coordinate with the facility with appropriate permissions.

### **Are we gathering consent from clients that are matched to this program?**

Like other Lyra programs, we have consent integrated into the intake form for Lyra Renew.

### **Are the providers the same for all group sessions?**

No.

### **Who are Lyra SUD/AUD providers?**

#### **Therapist**

- The initial point of entry for care is to effectively triage and evaluate if it will be a good program fit
- Create a care plan for the client and facilitate connecting the client to the appropriate level of care which may include continuing with them, connecting with a peer recovery support specialist, connecting with a physician, and groups
- Can provide therapy for both substance use disorders and dual diagnoses including anxiety, depression
- Can manage crisis or risk situations and triage appropriately
- Coordinates with other members of the Renew Workforce and attends multi-disciplinary team meetings

#### **Peer recovery support specialist - PRSS**

- Not a licensed clinician but has experience in peer recovery and substance use disorders, for example in AA
- Keeping an eye on patients
- They have peer-lived experience, which brings empathy and understanding
- The nature of work is subclinical; this individual is not expected to make clinical decisions
- Can guide people through lessons especially when they are not clinical
- Will facilitate groups (the main provider generally facilitating groups)
- Will meet with the member weekly for 1-3 months, bi-weekly thereafter

#### **Physician**

- All Lyra care medications Physicians are fully licensed and trained to deliver medication management services for alcohol use disorder and dual diagnosis
- Clients can connect to a physician from a recommendation from the therapist initially or

### **For the group sessions - who facilitates the sessions and how frequently do they happen?**

The group sessions will be facilitated by a peer support specialist and will be optional.

## How do clients join the program? Will this be a referral or an option during the search for care?

There are different entry points into the program.

### 1. Lyra Provider

- Provider recommends member based on clinical inclusion/exclusion data, AUDIT-C data, and session(s) to date

### 2. Care Navigator Team

- A member can call the care navigator team to find a program that is relevant to their needs.
- Especially if someone recently just left rehab and is looking for step-down care.
- The care team will then refer them to Lyra Renew

### 3. Care Recommendation

- Based on primary care need, the member can be recommended Lyra Renew in the Lyra platform

## Are the sessions only counted against individual therapy limits and does the in-between session fee covers group sessions?

Only therapy sessions go towards session limits, but the weekly check-ins, group sessions, and digital lessons do not.

## How does a member sign up for their group session?

They sign up for a group session on the platform.

## How are the group sessions for Lyra Renew determined?

There is a wide range of time options and availability that the member can choose from.

## **Nicotine Quitline**

### What is the Nicotine Quitline?

- Lyra offers a Nicotine Quitline (includes vaping) built to replace traditional cessation point solutions.
- Our Quitline team is trained specifically to help people who smoke try to meet their goals.
- Members calling in will get access to immediate support in addition to a personalized quit plan, coping strategies for cravings, in-between call support, expert-developed resources, and assistance with getting connected to other types of care when necessary.
- **Specialized team:** Our specially trained Quitline team supports members in quitting while also connecting them to providers to address stress and other behavioral health barriers.
- **Customized, personalized plan:** Members receive a personalized quit plan tailored to their quitting history, tobacco use, and motivations to quit.

- **Ongoing support:** Our team delivers thoughtfully planned resources and provides in-between call support to ensure members receive help when they need it.
- **Program completion:** Members will also be provided with the right documentation to verify proof of participation.

### **What are the hours of operation for the Nicotine Quitline?**

- The Care Navigator team is available 24/7 to support client's needs.
- Our specialized Nicotine Quitline team will be available for calls Monday through Friday 5:00am-5:00pm PST.

### **How many calls does a member get with the Quitline?**

- A member gets up to 6 calls with the Quitline advocate including the intake assessment call.
- The initial assessment call is 30 minutes and every call after that is 15 minutes.

### **Do the Quitline calls use any of the member's free sessions?**

- No, they do not count against a member's session.

### **Are the Nicotine Quitline calls video or audio only?**

- The calls with the Nicotine Advocate are audio only.

### **What are the different entry points for members to access the Nicotine Quitline?**

Members can access the Nicotine Quitline via 3 entry points:

1. **Provider Referral:** If a member is already seeing a Lyra provider, they can be referred to the Quitline.
2. **24X7 Care Team:** If a member calls the CNT and mentions a need, they can be referred to the Quitline.
3. **In-Product Scheduling:** Members can access the Nicotine Quitline hub on the My Benefits page and can directly schedule a call with a Quit Advocate.

### **What if a member wants to make more than 6 calls?**

- If eligible members want to make more than 6 calls, it's usually because they want to explore a more comprehensive program—they can join our Renew program.
- The Renew program works especially well if a member wants to quit tobacco and address any mental health needs.
- They can get access to a therapist, peer recovery specialists, group support, and more.

### **Does the program provide gum + patches as part of the cessation program?**

The Quitline advocate may do one of the following:

**LIVEMAGENTA**

1. Refer the client back to their health plan to speak to their PCP about gum/patches.
2. Refer the client to a state-based Quitline offering, which provides free NRTs upon completion.
3. Refer the client to an LMM provider if they are eligible for Medication.

### **Do members get proof of completion for surcharge waivers?**

- Yes, if the member completes the 6 scheduled calls - they will get proof of completion.

### **What does the proof of completion look like?**

- The certificate is titled "**Lyra Certificate of Completion**" and states: "Great work, you have successfully completed Lyra's 6 session Nicotine Quitline Program".

### **What's the gap between each call? How long does the program last?**

- Our Quit advocates coordinate directly with members.
- The member sets goals and a quit date.
- Together, the Quit Advocate and the member work towards meeting that goal.

## **Lyra DBT (Dialectical Behavioral Therapy)**

### **What is Lyra Care DBT?**

- DBT stands for Dialectical Behavior Therapy and is an offshoot of Cognitive Behavioral Therapy (CBT).
- DBT is based on skill-building and has also shown to be effective in a wide range of high-severity mental health symptoms such as suicidality, self-harm, or characteristics of Borderline Personality Disorder (amongst others).
- Clients may also be struggling with chronic suicidal ideation, nonsuicidal self-injury or other risky, self-destructive behaviors, or high levels of emotion dysregulation.
- Lyra's Care DBT program focuses on teaching clients' specific skills they can apply in their lives.
- The program includes individual therapy sessions, group skill-building sessions, 24/7 crisis management support, provider messaging, and between-session digital content focused on skills training.

### **Can DBT be used to treat eating disorders?**

- DBT can be used to treat only two types of specific eating disorders: bulimia and binge eating.
- It is not recommended to treat anorexia.

### **Is DBT effective?**

- Yes, clinical research has shown that DBT is highly effective at treating high-severity mental health challenges such as suicidality, self-harm, disordered eating, personality disorders, etc.

### **How many sessions are part of Lyra Care DBT?**

- If a member is experiencing moderate clinical needs, they will be able to complete the program with 10 sessions.
- If a member is experiencing severe needs, they will stay in the program for 16 sessions.

### **What types of providers will be delivering care?**

- Lyra providers trained in DBT deliver individual therapy sessions.
- Licensed Lyra Care providers trained in DBT conduct the group sessions (and clinicians attend each group session).
- If a member in the DBT program requires medication management, they will work with a separate Lyra physician for prescribing.

### **What ages qualify for this offering?**

- Available for members and dependents 18+ (US only).

### **Will members see Lyra Care DBT in the product?**

- No. This is a referral-based service, so members cannot directly enroll in the program through the platform.

### **Do all members start the program on the same day? How often are new groups launched?**

- Members are put into "groups" and not all members start at the same time; it is rolling admission.
- Members are placed into groups after their initial intake session, providing faster access to DBT Groups.
- If a client wants to enroll, they do screening, enroll, and then start the group at the next available opportunity.

### **How many members are in each group?**

- Groups max out at 12. If there are too many, a new group is started to keep groups small.

## **Complex Care**

### **What is Lyra Complex Care?**

Lyra Complex Care is a comprehensive solution that provides an engaging, longitudinal, high-touch member experience designed to drive lasting improvement and recovery for the most complex behavioral health conditions. It includes two main components: Lyra Complex Care Navigation and Lyra Facility Partners.

### **What high-acuity needs does this program support?**

The program supports members and their families with high acuity needs, including severe mental health disorders, eating disorders, autism spectrum disorder, and substance use disorders. Conditions addressed include all mental health and substance use disorders, including suicidality.

### **What problem is Lyra trying to solve with Complex Care?**

The program aims to solve the difficulty and overwhelming nature of navigating mental health treatment options outside of Lyra for those with severe mental health needs. Lyra supports members by identifying the best, in-network treatment options and ensuring there are no gaps in care as they step up or down from higher levels of care.

### **What is a Complex Care Specialist?**

A Complex Care Specialist is a dedicated licensed clinician who serves as the day-to-day contact for the member and family. This specialist supports the member throughout their journey, from entering a higher level of care (HLOC), through step-down care into Lyra's programs and into long-term recovery.

### **What are Lyra Facility Partners (LFP)?**

Lyra Facility Partners are Lyra's curated, world-class network of vetted in-person and virtual programs and facilities for Higher Levels of Care (HLOC). This network includes Intensive Outpatient Programs (IOPs), Partial Hospitalization Programs (PHP), Residential Treatment Centers (RTC), Detox Centers, and Inpatient Psychiatric Hospitals. Lyra Facility Partners are available in the US.

In Puerto Rico, while Lyra doesn't have pre-vetted Facility Partners, Lyra can support members by identifying the best, in-network treatment options and ensuring there are no gaps in care as they step up or down from higher levels of care.

### **What are the key features of Lyra Complex Care?**

- A dedicated Complex Care Specialist who provides white glove support.
- An initial comprehensive intake assessment and use of clinical measures to assess progress.

- Research and recommendations for treatment options through a Lyra Facility Partner or other in-network program.
- Member and family psychoeducation and guidance on what to expect before, during, and after treatment.
- Consultation and expertise from a multidisciplinary team across specialties (e.g., psychiatry, social work, eating disorders, substance use disorders).
- Coordination of intake/admission, treatment, and discharge from programs or facilities (with member consent).
- Ongoing support from the specialist through step-down care and into long-term recovery.
- Virtual and/or in-person support and treatment options in all 50 states.

### **Does Lyra pay for the higher levels of care treatment?**

No. All treatment is billed through the member's health insurance by the provider or facility.

### **Which members are eligible for Lyra Complex Care Navigation?**

Lyra Complex Care Navigation is available to any 18+ adults or parents/legal guardians on behalf of minor dependents. Members must reside in and be seeking care in the US and currently must be comfortable speaking English.

### **Can a member who is not on their employer's medical plan still use the program?**

Yes. Members are eligible even if they are on a spouse's, parent's, Medicaid, Medicare, or Tricare plan. The Specialist will collect insurance information and work with whatever is provided to identify in-network treatment options whenever possible, and they will still receive step-down support.

### **How do members access Lyra Complex Care?**

Members can access the service in a few ways:

- Schedule a call with a Complex Care Specialist through the Care Navigator Team.
- Referral from their Lyra provider.
- Referral from a manager consultation
- Self-referral and self-scheduling via the Lyra platform

### **How long does a member receive support?**

A support episode may last weeks or months. It ends if the member declines support, becomes unreachable, or meets treatment goals and graduates.

## **How does the Complex Care Specialist handle coordination with a member's existing Lyra or non-Lyra provider?**

The Complex Care Specialist will coordinate with the current and/or referring Lyra Care provider. If the member has a non-Lyra provider, the Specialist may obtain a release of information to coordinate care with them.

## **What happens if a member needs to be placed on a mandatory 72-hour hold (5150)?**

Involuntary holds happen swiftly, and the individual is generally taken to the nearest ER or facility. A family member or the member can contact Lyra to be connected to the Complex Care team to help arrange for treatment following the involuntary hold.

## **What if there is a wait list for a recommended facility?**

The Lyra Complex Care Specialist will remain in contact with the member and family, providing regular check-ins, safety planning, and recommending alternative treatment options or bridge care with a Lyra provider until the member can be admitted.

## **What is the difference between Lyra Complex Care and what a health plan does?**

A health plan directory typically contains only basic information about in-network options, whereas Lyra maintains a network of vetted programs (Lyra Facility Partners) that practice evidence-based care and are of vetted clinical quality. Additionally, the Lyra Specialist provides individualized assessment, coordination, and ongoing support, which a health plan care manager (who is typically episodic) may not offer the same behavioral health expertise.

## **Can the Specialist help if the member's health plan doesn't cover a facility?**

Yes. If a facility is not in-network, the member can explore a Single Case Agreement (SCA). The Specialist can advise the member on how to ask for an SCA or network exception, provide education on prior authorization and medical necessity, and may recommend other treatment options more likely to be covered.

## **Does Lyra communicate with T-Mobile about a member transitioning into higher levels of care?**

No, not without explicit consent from the member.

## **Autism Spectrum Disorder (ASD) Navigation**

### **What is the ASD Navigation service?**

It is a service where Lyra clinicians help individuals living with suspected or diagnosed autism—including adults, children, and teens—find, evaluate, and access resources. The goal is to help navigate the support that members need.

### **Who is eligible for this service?**

The service is available to both adults and dependents with suspected or diagnosed ASD.

### **What types of members could benefit from using this product?**

- Family members, parents, and caregivers who are supporting a child or adolescent with ASD and need support to find a high-quality provider to screen, diagnose, or provide therapeutic services.
- Adults with suspected or diagnosed ASD who need help finding a diagnosis or navigating care can also benefit.

### **Where is this service available?**

This service is available for all members.

### **What is the cost for members?**

This service is at no cost to T-Mobile members.

### **How does a member start this service?**

A member will need to reach out to the care navigator team directly or be referred by a provider to start the service.

### **What is the first step the care navigator team takes?**

A member of the care navigator team will collect caregiver and dependent information.

### **What does the specialized clinician determine and assess?**

The clinician will:

- Determine the ASD stage of the member (pre-screen, pre-diagnosis, post-diagnosis).
- Determine specific needs of both caregiver and dependent.
- Conduct a risk assessment of the caregiver or care for caregiver/family if applicable.

## What is included in the care plan?

The clinician will build short and long-term care plans for caregivers and dependents, which could include helping to navigate and advocate for school resources.

## How does Lyra find providers based on the ASD stage?

Lyra finds in-network, evidence-based providers based on the ASD stage:

- Screening stage: Lyra will refer them back to the pediatrician.
- Looking for a diagnosis: Lyra will find an in-network, evidence-based diagnostician (as of January 1, 2026, this provider type is outside of Lyra's network, however, there are future plans to have these providers in Lyra's network).
- Looking for applied behavior analysis therapy (ABA): Lyra will find a specialized, evidence-based ABA provider (this provider type is outside Lyra's network).

## What kind of support does Lyra provide for navigating school services?

Lyra will provide psychoeducation on how to navigate and advocate for specific resources. They also provide psychoeducation and support on early signs of ASD, early intervention and navigation, and knowing what to advocate for within school and government resources.

## Dedicated Resource Coordinator

### What is a Dedicated Resource Coordinator?

T-Mobile recognizes that basic needs—or Social Determinants of Health (SDOH)—can directly impact an employee's mental health and job performance. Issues like trouble affording groceries or finding stable housing can prevent successful engagement in life and work. A Dedicated Resource Coordinator at Lyra is specially trained to connect T-Mobile members with personalized resources to help address unmet social needs.

### What kinds of unmet social needs does this service support?

Lyra provides support across various categories, including:

- **Basic Needs:** Housing, food, and financial/legal assistance.
- **Additional Support:** Childcare, transportation, and funeral services.
- **Upskilling:** Literacy, language learning, and professional development.

## **What is the difference between resource coordination and work life services?**

While your Dedicated Resource Coordinator could recommend available work life services, and vice versa with a Work/Life Specialist, resource coordination's core focus is on supporting T-Mobile members with their basic and social needs—Social Determinants of Health (SDOH).

## **How does a member access the Dedicated Resource Coordinator?**

Members can access the service in two ways:

1. **Phone:** Call the Lyra Care Navigator Team at **855-780-5958**.
2. **Lyra Platform:** Members can schedule time directly through the Lyra platform, as shown in the steps on the relevant slide.

## **What are the hours of operation for this service?**

The service is available Monday through Friday between the hours of 8:00 am and 4:30 pm CT.

## **Is this service confidential?**

Yes, this resource is confidential.

## **Do calls with the Dedicated Resource Coordinator count against EAP session limits?**

No, calls with the Dedicated Resource Coordinator do not count against EAP session limits.

## **How does the Dedicated Resource Coordinator service work?**

The service follows a three-step process:

1. **Needs-Gathering Call:** The member schedules a needs-gathering call with their dedicated coordinator either via phone or directly through the Lyra experience. The coordinator assesses their unique situation and risk.
2. **Resource Identification:** The coordinator will search and identify the best local and national resources.
3. **Connection:** The coordinator connects the member to the resource(s) they need.

## **Work Life Services (WLS)**

### **What are Work-Life Services (WLS) at Lyra?**

Lyra's Work-Life Services help employees resolve everyday challenges that impact their wellbeing, from child and elder care to financial stress and legal questions. These services go beyond mental health to support whole person needs. The core services supported by WLS are: Legal Consultations, Financial

Consultations, Identity Theft Support, Pet Care, Work, Family, and Everyday Needs Support (including Dependent care, Caregiving support, home repairs, Housing support, and Transportation support).

- **Comprehensive Support:** Includes: Curated, vetted resource search; Personalized resource matching; Care management approach to whole-person health; and Follow-up to ensure needs are met.
- **Types of Resources:** Housing & Shelter (rental, emergency housing, repairs), Financial Assistance (hardship relief, utilities, budgeting), Dependent Care (childcare, elder care, special needs), Transportation (ride programs, car repair, medical transport), Food Security (pantries, meal delivery, nutrition support), Employment & Education (job placement, training, tuition aid), Concierge Services (event planning, travel arrangements, dry cleaning), and Other Services (legal aid, disaster relief, social supports).

### **How do members access WLS?**

Via [livemagenta.lyrahealth.com/worklife](https://livemagenta.lyrahealth.com/worklife) or by calling Lyra's Care Team at 855-780-5958.

### **Does using WLS affect a member's Lyra session count?**

No. WLS is a separate, free service and does not impact access to any mental health sessions.

### **Who are the Work/Life Specialists?**

Work/Life Specialists are the individuals who work with members who request WLS support. They are professionals with backgrounds in social work, public health, or related fields. Each has at least three years of relevant experience.

### **What happens after a referral to one of the Work-Life Services is made?**

Work/Life Specialists follow up quickly with members who call or submit a digital request. The first follow-up happens within 1-2 business days. A second follow-up happens within 5 business days, or later if requested, to make sure the situation is resolved and to offer more support if necessary.

### **How are WLS resources and support identified?**

After assessing the member's needs, Lyra uses proprietary and public databases to find vetted resources, like transportation assistance or other forms of support.

### **How does WLS support broader mental health care?**

WLS addresses life stressors that often precede or complicate mental health concerns. It acts as an early entry point, ensuring people get the right help before issues escalate. Specialists will refer members to Lyra's Mental Health support as needed.

**Will members who previously used My Secure Advantage need to re-register after January 1, 2026?**

No. Members will not need to re-register, and there will be no disruption to services or support from MSA after going-live on January 1, 2026.

**Can WLS provide transitional support if a member loses their job (e.g., resume help or job search resources)?**

Yes. WLS can connect members to relevant resources for job searches, resume building, and relocation. Members receive personalized guidance and follow-up from Work-Life Specialists, including a phone call, email of resources, and a check-in 5-7 days later to ensure their needs are met.

**Does WLS offer moving or relocation support?**

Yes. WLS provides resource guides for moving and relocation, including helpful information families may not think to look for—making transitions smoother and less stressful.

**Are immigration-related legal resources available through Work-Life Services?**

Yes. Members have access to immigration resources, including articles and guidance on topics like H-1B visas via the Lyra platform, including links to trusted organizations such as the Immigrant Legal Resource Center and its "Red Cards" resource.

**Can WLS provide legal resources related to executive orders or policy changes impacting LGBTQ+ individuals and families?**

Yes, members can access legal support as needed. Civil and Family Law attorney networks are available to assist with any related questions or concerns. We have a large network of Domestic Law attorneys, and a sub-practice area under Domestic Law is LGBTQ+. Attorneys can indicate whether they are able to assist with LGBTQ+ legal matters when joining the network. Coverage for this subcategory varies by region, tending to be stronger in larger metropolitan areas and more limited in rural regions.

**What are the key differences between My Secure Advantage and WLS/Lyra?**

Primary Focus	My Secure Advantage (Deep, personalized Financial Wellness)	WLS/Lyra (Broad Life Management)
Core Service	Unbiased 1:1 Money Coaching	Referrals and Consultations, & Short-Term Counseling
Key Offerings	Unlimited Money Coaching - Focused on debt, budgeting, saving, etc.	Child, Elder, & Pet Care Referrals (Finding care providers and resources)
	Digital Financial Tools (e.g., Wallet PFM	Legal Consultations (Free 30-60 min consults

	software, calculators, self-assessment)	on issues like divorce, landlord disputes, wills, etc.)
	Identity Theft Protection/Recovery	Identity Theft Protection/Recovery (typically in partnership with MSA)
Integration	<a href="https://livemagenta.lyrahealth.com/worklife">livemagenta.lyrahealth.com/worklife</a> will take the member to My Secure Advantage.	<a href="https://livemagenta.lyrahealth.com">livemagenta.lyrahealth.com</a> will take members to WLS (including MSA), finding a provider, Lyra's self-care library, and more.

**Mental Health Short-Term Disability Evaluations**

**What are Lyra Mental Health Short-Term Disability (MH STD) Evaluations?**

Evaluations for continuous leave of absence (STD, FMLA), medical accommodation, or other appropriate interventions due to mental health concerns. This includes collaborative treatment planning and support with return-to-work planning (if appropriate). Lyra MH STD Evaluations are available in the US. However, they aren't currently available in Puerto Rico.

**How do I get started?**

There are 3 main paths to access a Lyra Mental Health Short-Term Disability Evaluation:

1. Member self-refers into Lyra for an evaluation
2. The member's HR leader/manager completes a referral form on the member's behalf (with the member's consent)
3. The member's current Lyra provider completes a care referral for an evaluation

**Does completing a Lyra Mental health Short-Term Disability Evaluation guarantee an approval for leave?**

No. Participation in a Lyra short-term disability mental health evaluation does not guarantee one will be recommended by their evaluator to take short-term disability, nor can Lyra approve short-term disability claims. Lyra can provide the evaluation results directly to Broadspire with member consent, via a Request for Information,

**Does Lyra provide short-term disability evaluations for non-mental health reasons?**

Not currently.

**What support is available throughout the evaluation process?**

Members can generally expect support with:

- Completing Release of Information (ROI) authorization documentation.
- Guidance and recommendations when signing up for Lyra Care (when clinically appropriate).



- Assistance with scheduling initial appointments with identified Lyra providers.
- Ongoing help with answering questions and offering resources about care options.

### **What type of mental-health related paperwork will Lyra support?**

The Mental Health Evaluations (MHE) Team is trained to support the following paperwork, either directly (as evaluators) or indirectly (as consultants to other Lyra providers):

- Mental health short-term disability paperwork.
- Family Medical Leave Act (FMLA) forms.
- Return-to-work (RTW)/Work status forms.
- Medical/Workplace accommodations.
- Gender Affirming Care Assessments (GAA).
- Life insurance application forms.
- Medical clearance forms (e.g., for activities, school/college, work programs, etc.).
- State and federal worker's compensation forms (consistent with QME requirements).
- Student academic accommodations paperwork.
- Reasonable work accommodations letters and/or paperwork.
- Emotional support animal (ESA) letters.

The MHE Team also supports state-level leave and disability applications.

### **What should a member expect during a Mental Health Evaluation?**

A qualified, doctoral-level psychologist (PhD/PsyD) with extensive training will complete a thorough assessment lasting approximately 60 minutes. The member and evaluator will discuss the presenting concerns, the impact of current symptoms on work and life, and the most appropriate interventions, which may include a leave of absence, medical accommodation, or other appropriate care recommendations (e.g., therapy, medication management, HLOC referral, etc.).

### **How long does it take for paperwork to be submitted after an evaluation?**

Standard turnaround times (TAT) for paperwork submission are 2-4 business days after the evaluation and are dependent upon the member completing necessary paperwork, such as the Release of Information (ROI), which is required to share any documentation outside of Lyra.

### **How long does a continuous leave of absence last?**

The average length of mental health leave is unique to each individual. During the initial evaluation, members work with their evaluator to determine the length of leave based on best practice guidelines and the provider's clinical judgment.

**If a member needs or desires medications, would they need to schedule a separate appointment with a Lyra medication management physician?**

Yes. If the member and evaluator believe medication management would be helpful, the evaluator will initiate a referral to the Lyra Meds team for further assessment and evaluation. This process is similar for therapy; the evaluator initiates a referral to a suitable Lyra provider.

**How does the Lyra Evaluations Team support obtain 3rd party session notes if Broadspire requires them?**

The MHE Team will work with the member to help them understand the process of requesting necessary notes/treatment records from external treating providers to support the vendor's request. However, it remains the client's responsibility to request the notes be shared with their disability vendor.

**What is the estimated turnaround time from start to finish for a typical leave process?**

Lyra is unable to provide an exact start-to-finish timeline, as every leave process is different, but emphasizes that the team is attuned to the unique needs of each employee.

**Are there any states MHE evaluators cannot currently support?**

At this time, MHE Evaluators can support in all 50 states and the District of Columbia! However, Lyra Mental Health Short-term Disability Evaluations aren't currently available in Puerto Rico.

**Can current Lyra Therapy and Medication Management providers complete disability paperwork for members?**

If a member has a current Lyra provider, they can request whether that provider is willing and able to support continuous leave of absence (STD, FMLA), medical accommodations, etc., paperwork. The provider has the right to refuse paperwork they feel is outside their scope of practice or competency and may refer their clients to the Lyra Evaluations team. In such situations, the Lyra Evaluations team works with the treating clinicians as collaborative members of the care team.