

What is Lyra Health?

Lyra connects employees and their covered dependents 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. In addition, Lyra offers unlimited one to one and group manager consults to assist HR Business Partners, employee relations teams, managers, and supervisors with workplace issues related to employee mental health.

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

The Lyra mental health benefit is available to all U.S. employees and their eligible dependents, including children under the age of 26, that are enrolled in the DuPont Medical Plans. Eligible children also includes those under the age of 26 for whom the employee, spouse or domestic partner is a court appointed guardian; and children for whom the employee has a qualified medical child support order. Coverage is extended to those covered by COBRA. Eligibility provides access to coaching sessions, therapy sessions, and medication management support from a Lyra network provider. These sessions are billed through the health plan and subject to in-network outpatient mental health cost-sharing, as defined under your health plan.

You may receive care through the following ways:

- 24/7 access to Lyra Essentials, a dedicated hub for self-care and mindfulness content.
- If you are enrolled in the DuPont Medical Plan, you may see a Lyra provider. This allows you to use your health insurance benefits to pay for your sessions with your preferred Lyra provider. 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. If you have questions about the estimated cost of a session with a provider, contact the Lyra Care Navigator Team. If you have questions about the amount of copay, coinsurance, or deductibles seen through your health plan, please contact Accolade.
- If you are enrolled in the DuPont Medical Plan, you can access Lyra's Medication Management program. You're automatically enrolled in prescription drug coverage when you enroll in a DuPont Medical Plan. Fill prescriptions for most drugs at any CVS Caremark network pharmacy.

How can I register or contact Lyra?

Registration can be completed at DuPont.lyrahealth.com and you can reach the Lyra Care Navigator team at 877-230-4544 or care@lyrahealth.com.

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 hours notice for cancellations. Please refer to your provider for questions about their cancellation policy and payments. If you do not cancel on time or miss an appointment without canceling, for any reason, you will be required to reimburse your provider for the missed session.

Please note, if you miss an appointment or need to cancel last-minute with a provider you are seeing through your health plan benefits, you will be responsible for any payments associated with missed appointments or late cancellations.

What can Lyra help me with?

No matter what you're dealing with, Lyra can help. With Lyra, you can quickly access a full spectrum of mental health care offerings, from self-care and well-being resources to support for life's most difficult situations. Find 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 can I reach out to Lyra for questions?

Lyra's Care Navigator Team is made up of skilled professionals available 24/7 who can answer questions, help you compare care options or help you select the perfect provider. Reach out via phone, email or live chat to connect with a member of the team. Or, book an appointment with a Care Navigator at a time that works best for you.

Lyra's Care Navigator Team can also evaluate and assess higher levels of care options such as support for autism spectrum disorder, alcohol use disorder, intensive outpatient care, and

rehabilitation facilitation. Lyra's Care Navigator Team provides immediate support and safety planning for those who have thoughts of suicidality and self-harm.

Are there self-care options?

All members get free, 24/7 access to Lyra Essentials, a self-care tool to improve your emotional well-being anytime, anywhere.

What is Guided Self-Care?

Start with a consultation session with your Lyra coach to share what's going on. Afterwards, your coach will craft a personalized care plan with exercises and strategies for you to work on independently, at your own pace. Your coach will keep you on track, provide you with specific feedback along the way, and be available via messaging for questions and support. It's a great option if you don't want or don't have time for regular sessions or if mental wellness tools sound appealing, but you still want someone there to keep you engaged.

What is Mental Health Coaching?

Connect to a Lyra coach and work with them through regularly-scheduled sessions to better understand what's challenging you, decide what you want to work on, and plan a path forward. As you work together, you'll develop your toolkit of skills and strategies to support your well-being, and build strength for lasting change.

Lyra coaches are selected through an extensive vetting process and use clinically-validated treatments to meet your needs.

What's the difference between Mental Health Coaching and 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.

What is Medication Management?

For information on whether you have access to Medication Management through the Lyra benefit, please review the question, “How do I know if I am eligible and what does my Lyra benefit cover?” or contact the Lyra Care Navigator Team.

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

Medication Management starts with an in-depth medication consultation to discuss your treatment history, concerns, and what medications would be a good fit for you. Members who choose to move forward with a treatment plan will have access to follow-up sessions with their physician and digital support between sessions.

Medication Management services are delivered by board-certified family and internal medicine physicians who have received special training in mental health medication prescribing. The physicians exclusively practice evidence-based prescribing. A Lyra expert psychiatrist provides oversight to these physicians.

Sessions in Lyra’s Medication Management program are conducted virtually using Lyra’s platform.

If you require or prefer in-person care, Lyra will connect you with an in-person provider through the Lyra network. These providers are licensed prescribers, such as nurse practitioners and psychiatrists, who have been vetted and credentialed by Lyra. They also offer comprehensive consultation and follow-up sessions.

You can participate in Medication Management independently or in conjunction with Lyra’s therapy program.

How can I find care for my child?

Lyra supports the emotional well-being of the whole family. Lyra providers can help children and teens, ages 0-17 with assistance from their legal guardian. Covered dependents ages 18-25 years of age could register and search for care using their own account. Some states require parental or guardian consent while others do not. See the following question for additional details.

How can I recommend Lyra to a colleague or dependent?

You may find yourself in a situation in which you want to encourage someone you know to try Lyra or help them get registered. Below are guidelines to follow when pursuing care for another individual:

- For privacy reasons, covered dependents ages 18+ need to register themselves. Contact Lyra directly.
- Benefits-eligible employees ages 16+ can independently register, search for and schedule care with a Lyra provider without parental permission. Lyra collects individuals' dates of birth during registration to determine appropriate use and may restrict access. If you experience difficulty accessing the platform and believe you should be able to, please contact a member of the 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, direct registration to Lyra's care platform is not available for covered dependents under the age of 18. 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.
- If you are the legal caretaker of another adult, please contact the Lyra Care Navigator Team at care@lyrahealth.com to determine how they can access care.

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 expert, 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.

Will Lyra cover the cost of my current provider?

If you are currently seeing a provider and are interested in learning if your sessions could be covered under the Lyra benefit, you can invite your provider to apply to join Lyra at <http://lyrahealth.com/apply-now>. If your provider chooses to apply, we'll evaluate their approach to evidence-based therapy and see if they meet other criteria to become a Lyra provider.

Of the hundreds of therapies practiced today, only 20 percent of them have been proven to work through peer-reviewed studies. Lyra only works with providers who practice these proven, evidence-based therapies. As such, some providers may not be a good fit for Lyra's approach to care, or they may decide they don't want to partner with Lyra for any number of reasons. If that's the case, Lyra can recommend top-tier providers whose expertise matches your needs and who practice evidence-based therapy for your consideration. We can also help you understand all options available to you through your health plan coverage and other employee benefits, so you can make the best choice for you.

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.