



# GET TO KNOW LYRA

Your Mental Health Benefit

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## FAQ



OTSUKA  
TOTALREWARDS



## Q. What is Lyra Health?

Lyra is an **Otsuka**-sponsored benefit that connects employees and their 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. Lyra also provides work life services (go to: <http://otsuka.lyrahealth.com>) to help you work through personal life obstacles. These services include legal, identity theft, financial, and dependent care services.

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

To access your Company's sponsored Lyra benefit, U.S. Otsuka employees must be eligible for the benefits plan, or be an eligible dependent up to age 26, a spouse, or domestic partner of the eligible employee. Other household members are not eligible. You may receive care through the following ways:

- 24/7 access to Lyra Essentials, a dedicated hub for self-care and mindfulness content.
- Access to **16** fully subsidized therapy sessions for mental health coaching and/or therapy per individual, per calendar year.
- In addition to the **16** fully subsidized therapy sessions, if you are enrolled in the Anthem Plan, you may access additional mental health therapy sessions and receive medication management support with a Lyra provider using your Anthem benefit. Additional sessions and medication management benefit will be subject to your Anthem Plans in-network co-pay or co-insurance.

If you have questions about the estimated cost of a session with a provider, contact the Lyra care team at [care@lyrahealth.com](mailto:care@lyrahealth.com). If you have questions about the amount of copay, coinsurance, or deductibles seen through your employer's health plan, please contact your Anthem health plan.



## Q. What if my spouse and/or dependents have other health insurance not through Otsuka?

**Note:** the following does not apply if spouses and dependents are not eligible to receive Lyra benefits.

If your family member chooses to access Lyra using your employer's health plan, and are enrolled in another health insurance plan, they may be responsible for covering the cost of these sessions. In these cases, they will need to submit a detailed invoice outlining the services received to their insurance plan for reimbursement, also referred to as a "superbill." For questions and/or to obtain a superbill, contact the Lyra Care Team by calling **(877) 467-1893** and or sending a message to [care@lyrahealth.com](mailto:care@lyrahealth.com). Lyra cannot legally submit a claim to a health insurance plan.

## Q. What can Lyra help me with?

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

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

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

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

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

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

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





## Q. What is a mental health coach?

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

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

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

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

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

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

Lyra addresses mental health on a spectrum and understands that there is no one-size fits all solution, offering different care options for different needs.

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

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

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

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





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

Lyra has developed its own specialized Mental Health 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.

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

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

Sessions in Lyra's Mental Health Medical Management program are conducted virtually using Lyra's platform.

If you require or prefer in-person care, for example if you need controlled substances, or for adolescents and children, Lyra will connect you with an in-person provider through 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 tandem with Lyra's therapy program.

For information on if these sessions are covered under your Lyra benefit, please review the question **"How do I know if I am eligible and what does my Lyra benefit cover?"**. For more questions, contact the Lyra care team at **(877) 467-1893**, or by email at [care@lyrahealth.com](mailto:care@lyrahealth.com)



## Q. Does Lyra offer work life services?

Yes. In addition to offering behavioral health services to support your emotional wellbeing, Lyra offers Legal, Financial, Identity Theft, and Dependent Care services to assist you and your family during challenging times.

- Legal services include a free 30-minute consultation with an attorney or mediator and access to 24-hour emergency support.
- Financial services include a free 30-minute consultation with a financial counselor and a free 30-minute consultation with a CPA.
- Identity Theft services include a free 60-minute consultation with a fraud resolution specialist and a free ID emergency response kit.
- Dependent Care services include resources and referrals for child, elder, and pet care and 24-hour online and phone support.

For more information on these benefits, please visit the work life service page(/worklife) or contact the Lyra team at **(877) 467-1893**.

## Q. How do I get started?

First, create a free account. Then use our online platform or contact our care team directly to tell us about what you're going through. We'll share how we can help with different care options and mental wellness tools that fit your needs and preferences, and get you started right away. Throughout your experience with Lyra, we'll check in to see how it's going and be there for you every step of the way.

## Q. How long does it take to get started?

It usually takes just a few minutes to complete the online assessment and get a care plan recommendation. You can also call the care team at **(877) 467-1893** to start the conversation immediately.

## Q. What's it like getting care with Lyra?

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

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





## Q. 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.

## Q. What if I want a provider of a specific social identity?

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

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

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

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

## Q. I'm currently seeing a provider through my previous EAP. What do I do?

Contact Lyra's care team at [care@lyrahealth.com](mailto:care@lyrahealth.com) or (877) 467-1893.

## Q. 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 fees. **Otsuka will cover the cost of up to 1 of therapy and coaching last-minute cancellations or no-shows and this will count against the 16 sessions you get per calendar year.** Beyond this, if you do not cancel on time or miss an appointment without cancelling, 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 fees associated with missed appointments or late cancellations.





## Q. If I go on leave, will Otsuka continue to cover my cost of care?

As long as you remain eligible for benefits from Otsuka during your leave, you will continue to be eligible for the Lyra benefit. If you were not eligible for benefits before your leave, then you will not be eligible for Lyra once you are on leave. Please connect **Otsuka AVA Contact Center** for more information.

## Q. If I leave or lose my job, will Otsuka still cover the cost of my care?

Generally, your benefits last until the end of the month that you terminate employment or start a new plan through your new employer, whichever comes first.

## Q. 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.

## Q. Will Lyra cover the cost of my current provider?

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

### To work with Lyra, your provider must:

- Practice evidence-based therapies
- Utilize short-term therapy approaches
- Have the appropriate credentials, including an active and independent clinical license in your state
- Adhere to Lyra's policies and procedures, including the reporting of outcomes

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





## Q. Is the information I share confidential?

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

## Q. How can I recommend Lyra to a colleague or dependent?

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

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

## Q. Why does Lyra collect feedback after my care sessions?

Part of Lyra's mission is to ensure that people are getting high-quality, evidence-based care so they can feel better, faster. A standard part of evidence-based care is to capture ongoing feedback from you so that your provider can better understand your progress and tailor your treatment plan. Typically, you are asked to report on your progress in treatment once a month or weekly depending on the care program you are in and provider preference.