

Benefit Education Session

Lyra Health

July 19, 2022



- Lyra Health Overview
- Enrollment Process
- Brookfield Mental Health Resources - Summary
- Contact Information

[Lyra Member Experience Video](#)

Lyra Health

OUR ASPIRATION

To provide millions of people with immediate access to exceptional and affordable behavioral health care



UNDER TREATED

50%

of people with a mental health condition do not get treatment.

HARD TO ACCESS

88%

of health plan providers don't have any available appointments.

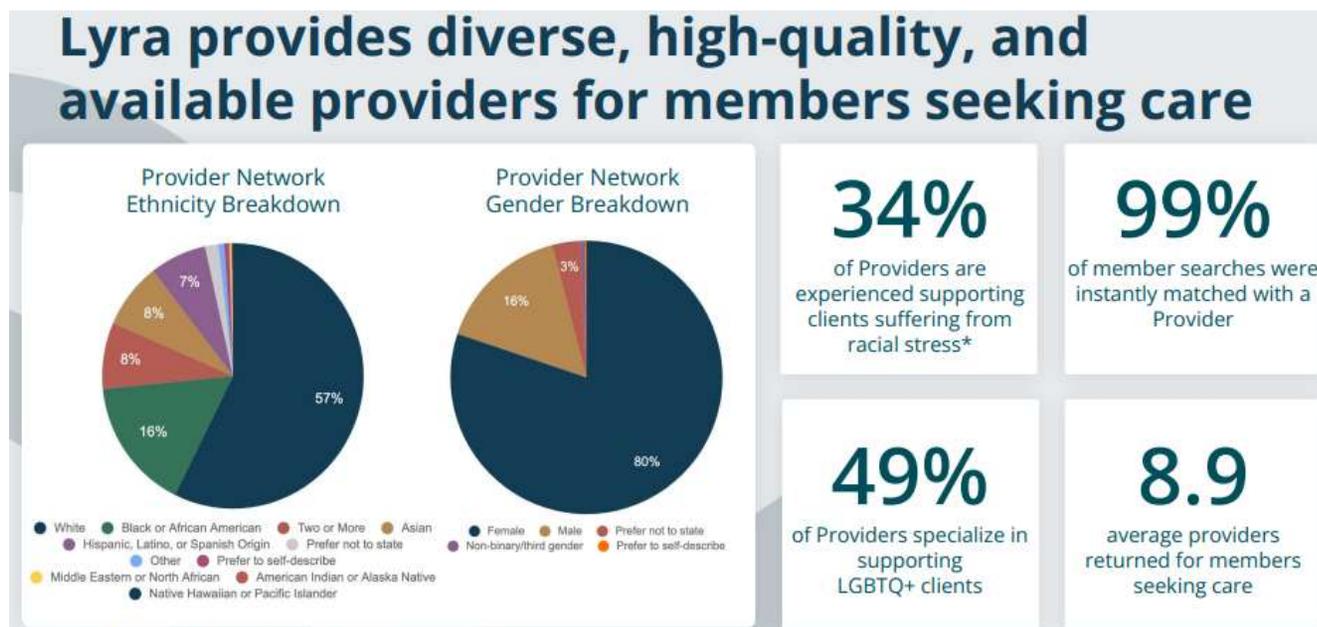
LOW QUALITY

72%

of health plan providers use treatments that are not effective.

Lyra Health Overview

- Who's covered? Aetna medical plan members (employees & covered dependents)
- Why Lyra Health? Lyra addresses the issues of engagement, access and quality in the mental health arena
 - Engagement: 4.5/5 average satisfaction rate
 - Access:
 - Lyra supplements our Aetna medical plan network to provide additional quality and diverse providers
 - 98.4% of people needing a provider were matched instantly
 - Quality – providers use evidence-based treatment:
 - Demonstrated efficacy in randomized controlled trials
 - Emphasis on clinical significance
 - Progress and outcomes are monitored
 - Generalizes to real-world settings



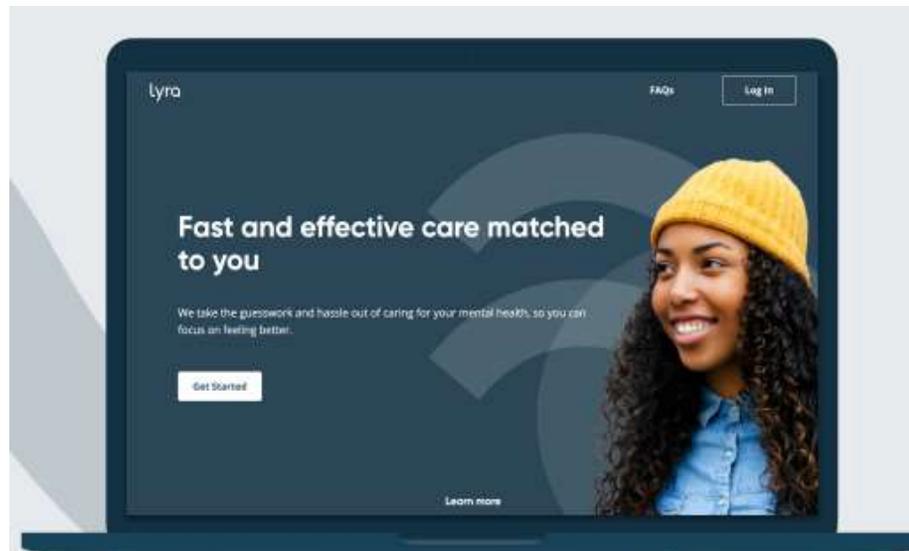
Lyra Health Overview

- What's Provided - **Free of charge!**
 - Coaching (adults only) - Access up to **seven** sessions per year via live messaging or live video and between-session support
 - Guided Self-care with a coach – start quickly with a care plan crafted by your Lyra coach to learn new mental health strategies at your own pace
 - Mental Wellness Tools – Access selected mental wellness tools with self-led support on topics like meditation, stress, or sleep. Easily available on-demand, anytime, anywhere, on your mobile device or computer
 - *Lyra Essentials* – This self-care offering includes unlimited access to meditations, videos, character diaries, and mindfulness tactics
 - *Lyra Learn* - On-demand, interactive eLearning courses on mental health topics such as employee resilience, destigmatizing mental health, and how to respond to emotional distress in colleagues. Developed by Lyra clinicians and eLearning experts
 - Lyra Gatherings - small group discussions led by clinicians as well as live and recorded workshops
 - Lyra Concierge - Advanced care coordination for members needing residential treatment or intensive outpatient programs.
 - High-touch support for members in accessing vetted, evidence-based, higher levels of care as needed so they can have the best chance at recovery
 - Members and their families will be paired with a dedicated care navigator throughout their entire transition into a facility

Lyra Health Overview

- What's Provided - ***subject to in-network behavioral and mental health cost-sharing¹ through your Aetna plan***
 - Mental Health Therapy – Lyra's therapists are experts at diagnosing and treating mental health conditions like depression, eating disorders, or PTSD and provide support via live video or in-person
 - Medication Management - Offers in-depth consultation to help members learn about and understand if a medication may or may not be right for them. This service also offers ongoing support between visits, rigorous symptom monitoring to ensure medications are effective.
- Medical Plan Cost-sharing:
 - EPO & PPO plans – covered 100%; no deductible or coinsurance
 - HDHP plan – per IRS guidelines, subject to deductible; no coinsurance

- You register with Lyra online at brookfield.lyrahealth.com
- You answer a few questions about how you are feeling
- Lyra recommends the right type of care based on your individual needs
 - If Lyra recommends self-care, your access to a wealth of mental health resources awaits on their site.
 - If Lyra recommends you see a coach or therapist, in addition to the tools on their site, Lyra will recommend the right provider based on your individual needs
 - You directly schedule a convenient in-person or live-video appointment
 - You complete a clinically appropriate number of sessions with an evidence-based provider



Mental Health Support at Brookfield

	Options	Lyra Health	EAP	Aetna
Eligibility	Available to all employees	x	Yes	x
	Available to employees (and dependents) enrolled in Aetna Medical	Yes	Yes	Yes
Critical Incident	Short term stress events	Yes	Yes	x
Mental Health Support	Easy online scheduling	Yes	x	x
	Personalized Care Recommendations	Yes	x	x
	Self-Led Wellness Tools / Guided self care	Yes	x	x
	Mental Health Coaching	Yes	x	x
	In-person therapy	Yes	Yes	Yes
	Virtual therapy	Yes	Yes	Yes
	Group therapy sessions	Yes	Yes	x
	In patient therapy	x	x	Yes

Contact Information

Lyra Health:

- brookfield.lyrahealth.com
- Lyra Health app
- Lyra Care Team: (877) 424-1860
- Care Team Inbox: care@lyrahealth.com

Additional mental health resources:

- Aetna Medical:
 - 888-655-5327
 - www.aetna.com
- Teledoc:
 - Teladoc.com/Aetna
 - Download the Teladoc app
 - Call: 855-TELADOC (835-2362)
- Aetna EAP:
 - 888-238-6232
 - www.resourcesforliving.com (username: Brookfield, password: EAP)
- Brookfield Mental Health Resources page on your LiveWell benefits portal (see your Benefits Guide for the link)
- General Brookfield Benefits Questions - Brookfield Benefits Team:
 - 833-980-1179
 - Benefits@brookfield.com

Questions