

**The Mosaic Company**

**Employee Assistance Plan Benefit  
Lyra Health Inc.**

**EFFECTIVE DATE: January 1, 2022**

**This document provided in June 2022 takes the place of any documents previously issued to you which described your benefits.**

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## **Lyra Health Plan Integration**

Benefits through Lyra, an employee assistance program, are available to Mosaic Company employees and their dependents, administered by Lyra Clinical Associates, P.C. (“LCA”).

Lyra Clinical Associates P.C. (“LCA”), Lyra Health, Inc. (“Lyra”) and your Employer have developed a new program offered through the benefit program of your Employer’s Group Health Plan, “The Mosaic Company Comprehensive Welfare Benefit Plan (“Employer’s Group Health Plan”) designed to help you and your enrolled dependents to connect with effective and convenient care for your mental well-being.

## **Providers and Covered Services**

LCA has integrated its group of licensed behavioral health care providers (“Providers”) into your Employer’s Group Health Plan to provide you with access to Providers for outpatient evidence-based services if you meet certain criteria, including eligibility, for assessment of psychological disorders, individual psychotherapy, marital and couples counseling, family therapy, group therapy, and psychiatric medication management (“Clinical Services”).

LCA’s Providers do not deliver services for or cover the costs of inpatient, residential treatment, partial hospitalization, long-term care or counseling, prescription medication, disability assessments, autism spectrum disorder, services for remedial education, non-evidence-based behavioral health care, or emergency care. If an outpatient Provider is not an appropriate fit for your needs, and you are looking for additional support for a mental health issue, contact your Employer’s Group Health Plan to identify additional resources to support you.

We may need to utilize various subcontractors (“Subcontractors”) in the course of our provision of the Services to assist us in such tasks as Critical Incident Support, Fitness for Duty Evaluations, and SAP Referral (Substance Abuse Evaluations). By participating in our health plan programs, you consent to the use of Subcontractors and further acknowledge and agree that we may provide such Subcontractors with your Confidential Information on a confidential and a need to know basis for the purposes contemplated by this document.

## **Access**

Lyra is able to support you in searching for and connecting with a Provider through its web-based platform. Through Lyra’s online platform, or by contacting a Lyra Representative at the number below, you can receive suggestions for Providers and, in cases where the requested Provider has a calendar integrated with Lyra’s online platform, you can book an appointment through the online platform. In addition, for some select Providers, you can also use the web-based Platform to have a video session with your Provider and complete online exercises.

You can access Lyra’s online platform by going to [mosaic.lyrahealth.com](https://mosaic.lyrahealth.com) or by contacting the Lyra care team at 844-477-5174. You must register with Lyra first (by phone or online) before you can access searches or connect with a Provider.

## **Billing**

LCA will directly file a claim with your Employer's Group Health Plan for services it delivers. To the extent that you owe contribution for the cost of the service through a co-pay, deductible, or co-insurance for the services, LCA will bill you directly for the amounts you owe based on your plan.

## **Coordination of Benefits**

Lyra can only file a claim to Employer's Group Health Plan with which Lyra is integrated if the covered number of visits are exceeded or medication management services are utilized. It is your responsibility to know your health plan and costs associated with using Lyra.

If you have a plan other than Employer's Group Health Plan as primary, you will be charged the whole amount by Lyra. You are responsible for sending the claims to your primary and secondary insurance, as applicable, to be reimbursed directly by your health plan(s). You can e-mail Lyra at [care@lyrahealth.com](mailto:care@lyrahealth.com) to request a superbill to assist you with your submission to the primary and/or secondary insurance for payment.

## **Missed or Cancelled Sessions**

To the extent that you do not show up to an appointment with your Provider, or you cancel your appointment with less than 24-hours' notice to the Provider, you may be charged a fee according to the Provider's or late-cancellation/no show policy.

## **COBRA CONTINUATION COVERAGE**

The right to COBRA continuation coverage, which is a temporary extension of coverage under Employer's Group Health Plan, was created by a federal law, the Consolidated Omnibus Budget Reconciliation Act of 1985 ("COBRA"). COBRA continuation coverage can become available to you and other members of your family when group health coverage would otherwise end. For more information about your rights and obligations under Employer's Group Health Plan and under federal law, you should contact the Plan Administrator for your Employer's Group Health Plan. The same COBRA continuation coverage rules apply to accessing Lyra's services.

## **Contact Information**

You can contact Lyra, Inc. at 844-477-5174, online at [mosaic.lyrahealth.com](https://mosaic.lyrahealth.com) or by e-mail at [care@lyrahealth.com](mailto:care@lyrahealth.com)

For additional benefit program information, please visit [benefits.mosaicco.com](https://benefits.mosaicco.com) or contact HRConnect Benefit Support at 855-660-6947.