



Enhanced Work-life Services for you and your people

Partnering with Caredon to simplify the well-being journey

Lyra connects members to work-life services to address immediate, everyday life needs that also serve as entry points to well-being. **Starting January 1, 2026, Lyra is partnering with Caredon to simplify this experience.**

- ✓ Continuous support - services remain fully intact
- ✓ Stronger, more complete offering
- ✓ Unified experience through one single partner



Uninterrupted access to services members know and trust,
exactly where they expect to find them



From the Lyra platform
Members using the company's Lyra URL will find a link taking them to Caredon's website

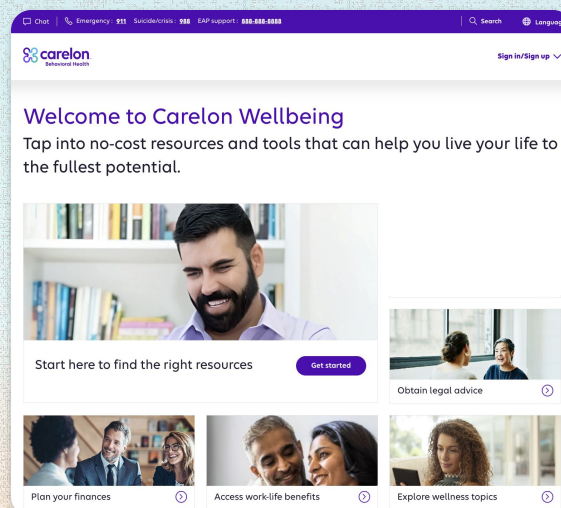


Through Care Navigation
Members calling into the existing Lyra phone line will be warm transferred to the Caredon team

Unified digital
experience



Live case
management



Integrated
phone support



Stronger
outcomes

Same great services, simplified experience

All services are supported by Carelon Behavioral Health's digital and telephone services. Additional live support is available via Carelon's dedicated case managers.

Legal Consultations

Civil and Consumer Issues •
Personal/Family • Financial • Real
Estate • Crime • IRS • Estate Planning •
Immigration and Naturalization

CLC Incorporated

Financial Consultations

Debt Management • College Funding
and Student Loans • Credit Counseling •
Bankruptcy • Tax Planning •
Mortgages • 401K analysis

My Secure Advantage Incorporated

Identity Theft Support

General Advisory • ID and Credit
Restoration • ID theft Emergency
Response • Fraud Disputes

CLC Incorporated

Work, Family and Everyday Life

Childcare • Prenatal • Adoption • Youth
Programs • Special Needs • College and
Scholarship Search • Elder and Long-Term
Care • Caregiver Support • Pet Support •
Referrals for Home Maintenance

Carelon BH

How to prepare for the transition

To ensure a smooth transition for your employees and internal teams, we recommend reviewing and updating all materials that reference Work-Life Services.

All references to WLS vendor-specific phone numbers or URLs should be replaced with your customer-specific Lyra microsite URL and Lyra Care Navigation phone number.

Please ensure these materials point to Lyra's centralized access points, not individual vendor details. Specifically, check and update the following:

- ☐ Benefits guide
- ☐ Onboarding and open enrollment materials
- ☐ Company intranet
- ☐ HRBP guides or training materials

***EmployeeCare users:** The requirement to use a code for service access is being sunset as part of the transition to Carelon Behavioral Health for Work, Family, and Everyday Life support.