



Lyra Frequently Asked Questions

How can Lyra help me?

Through therapy, mental health coaching, and/or self-guided resources, Lyra helps you feel better by giving you the tools to manage anxiety, depression, stress, alcohol and substance use, relationship conflict, and other challenges impacting your mental health.

How does Lyra work?

Get started by visiting mosaic.lyrahealth.com and completing a quick online assessment to get matched with a therapist, coach, or self-guided program that fits your needs. Then, book an appointment and start meeting with your Lyra provider in-person or virtually. Lyra's Care Navigator Team is available 24/7 at **844-477-5174** or **care@lyrahealth.com** to answer your questions.

How much does Lyra cost?

Benefits-eligible employees, their spouses/domestic partners, and dependents have **access to 16 free sessions** each calendar year with a mental health coach and/or therapist. You also have free, unlimited access to Lyra's self-guided wellness resources through the online platform.

Can my family use Lyra?

Yes! If you're a benefits-eligible employee, you, your spouse/domestic partner, and your dependents (under the age of 26) all have access to Lyra.

Does Lyra offer family sessions?

Yes! Lyra offers individual, couple, and family therapy sessions.

If we use some of our free sessions, but not all, can we use the rest of the free sessions later?

Yes, as long as your 16 free sessions are used within the same calendar year. Your free sessions reset beginning on January 1.

If I use my 16 free sessions, when can I use Lyra again?

If you reach your 16-session limit for the calendar year, your sessions will reset beginning on January 1. If you want to continue working with your Lyra therapist outside of these 16 free sessions and are enrolled in the Cigna health plan, sessions are billed through your health plan and will be subject to in-network outpatient mental health cost sharing. Reach out directly to Cigna to determine what your costs are.

Can I use the same mental health provider for each session?

Yes! Depending on your needs, you'll either be matched to a Lyra mental health coach or therapist. That coach or therapist will be your provider throughout the course of your care. If you decide after completing care that you may want to refresh the skills you learned, or use Lyra to help you through another challenge the following year, you may have the opportunity to reselect your past Lyra provider and work with them again if they are accepting members.

If you use all of your 16 free sessions before January 1 and want to continue care through your health plan, Cigna, your provider may change depending on whether your Lyra provider is or isn't part of Cigna's network.

Is Lyra confidential? Will using Lyra negatively impact my job?

Lyra will never share any information with Mosaic that identifies individuals who are in care. Using any of Lyra's services will not negatively impact your job at Mosaic.

Do Lyra providers prescribe medication?

Support for mental health medication management is not covered within your 16 free sessions. However, Lyra's Medication Management program provides Mosaic employees (and spouses/domestic partners and dependents) enrolled in the Cigna health plan access to medication prescribing. It's important to know that Medication Management evaluations and sessions are billed through your health plan and are subject to in-network outpatient mental health cost sharing.

Can Lyra fill out short-term disability or FMLA paperwork if I'm on leave?

Yes! Lyra's physicians can evaluate Mosaic employees for mental health related disability leave requests and will coordinate paperwork with the leave vendor.