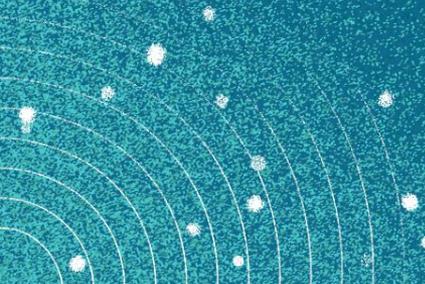


Lyra | **Brookfield**

Get to know Lyra

Your mental health benefit



How Lyra can help you



Parent & caregiver stress



Anxiety & depression



Work stress & burnout



Anger management



Alcohol use



Relationship challenges



Lyra replaces the exhausting experience of finding care



"The process was very streamlined and put no burden on the client which is nice because figuring out how to get care covered can really be an obstacle to getting help. Lyra takes that obstacle away!"

— Lyra Member

Lyra's network of 7,600+ providers

All Lyra providers have been vetted for their expertise, effectiveness and evidenced-based practices

Lyra providers practice culturally-responsive care, meaning they see, respect and celebrate the aspects that make each member unique



Who can use Lyra coaching?

All regular/full-time employees and their adult dependents (18 and older) enrolled in an Aetna Health Plan are eligible to participate at no cost in the Brookfield Employee Assistance Plan (EAP), which offers 7 free coaching sessions with a Lyra provider.

What does Lyra coaching cost?

Lyra coaching is provided at no cost through the Brookfield EAP to all regular/full-time employees and their adult dependents age 18 and over.

What can Lyra coaching help with?

Coaching can help those who have mild to moderate needs.

Examples include:

- Work stress
- Relationship issues
- Coping with too much to do



Who can use Lyra therapy?

U.S. benefit-eligible Brookfield employees and their eligible dependents enrolled in one of the Aetna health plans may be eligible for therapy and medication management with a Lyra network provider

What does Lyra therapy cost?

Brookfield Aetna health plan provides coverage to participating employees and their dependents for therapy or medication management sessions with a Lyra provider. These services are free for members on the EPO/PPO and free for members on the high deductible plan once the deductible is met per IRS guidelines.

What can Lyra Therapy help with?

Therapy can help those who have clinical needs. Examples include:

- Depression
- Anxiety
- ADHD
- PTSD



How much does Lyra cost?

Access to coaching

Who

All regular/full-time employees and their adult dependents (18 and older) enrolled in an Aetna Health Plan*

What

Up to 7 coaching sessions each year

Cost

\$0

Access to therapy

Who

All regular/full-time employees and their dependents enrolled in an Aetna Health Plan

What

Access to therapy and medication management support

Cost

These services free for members on the EPO/PPO and free for members on the high deductible plan once the deductible is met per IRS guidelines.

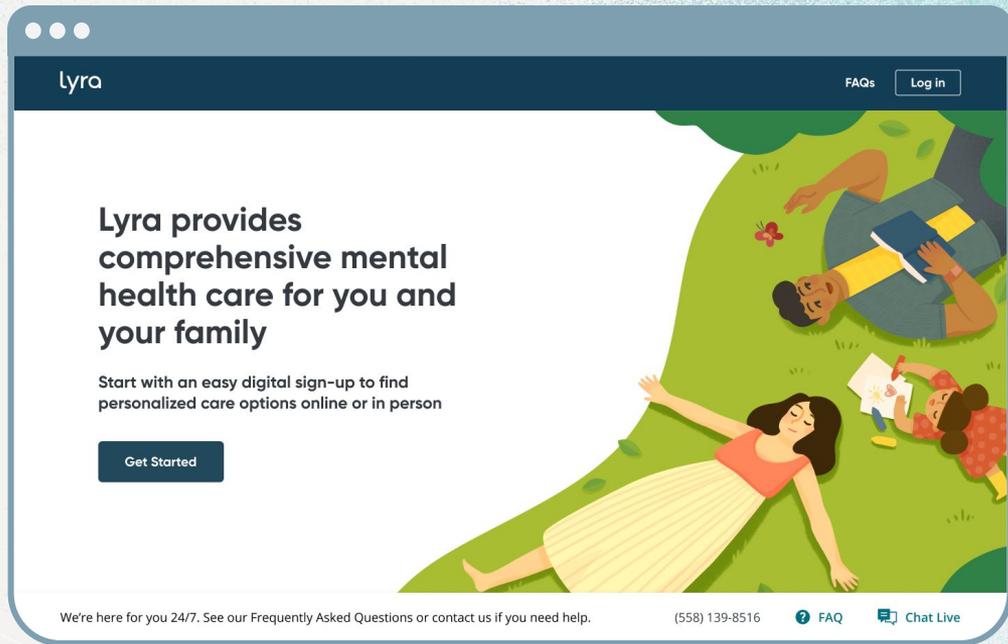
*Lyra Coaching is only available to those 18 and older

How members access care

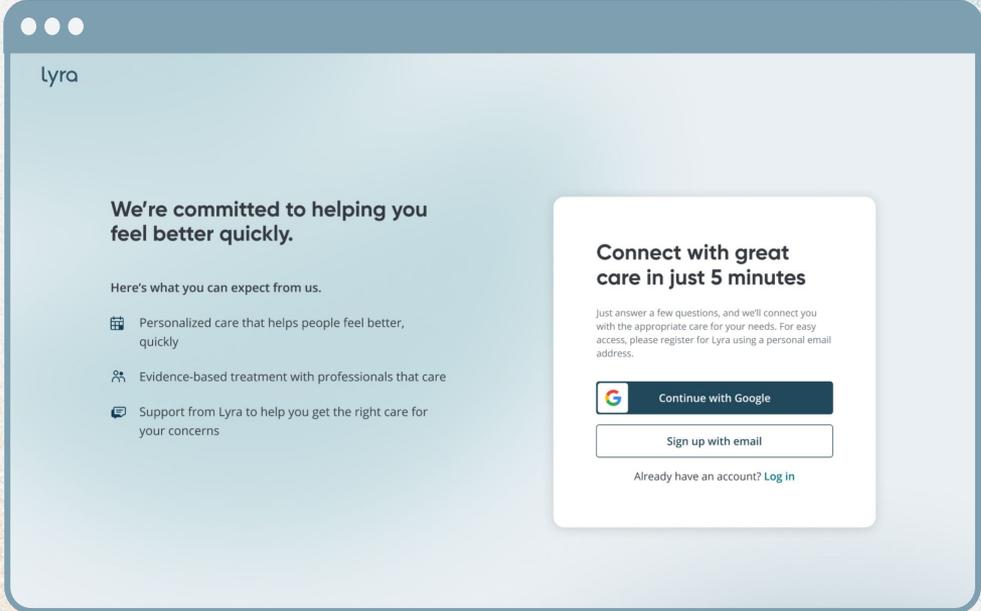
Get started

Getting started with Lyra only takes 5 minutes

brookfield.lyrahealth.com



The screenshot shows the Lyra website homepage. At the top, there is a dark blue header with the Lyra logo on the left and 'FAQs' and a 'Log In' button on the right. The main content area features a large illustration of a family (a man, a woman, and a child) lying on a green lawn, reading books and drawing. To the left of the illustration, the text reads: 'Lyra provides comprehensive mental health care for you and your family'. Below this, a smaller line of text says: 'Start with an easy digital sign-up to find personalized care options online or in person'. A dark blue 'Get Started' button is positioned below the text. At the bottom of the page, there is a footer with the text: 'We're here for you 24/7. See our Frequently Asked Questions or contact us if you need help.' followed by the phone number '(558) 139-8516', a 'FAQ' link with a question mark icon, and a 'Chat Live' link with a chat bubble icon.



Lyra

We're committed to helping you feel better quickly.

Here's what you can expect from us.

-  Personalized care that helps people feel better, quickly
-  Evidence-based treatment with professionals that care
-  Support from Lyra to help you get the right care for your concerns

Connect with great care in just 5 minutes

Just answer a few questions, and we'll connect you with the appropriate care for your needs. For easy access, please register for Lyra using a personal email address.

 Continue with Google

Sign up with email

Already have an account? [Log in](#)

brookfield.lyrahealth.com

lyra Already have an account? [Log in](#)

Set up your account

Account setup STEP 1 OF 3

Your first name

Your last name

Your date of birth (MM/DD/YYYY)

Password

Are you an employee of [COMPANY]?

Yes, I am No, I'm a dependent

 **Common questions**
Get quick answers to common questions from our [FAQs](#)

Can I find care on behalf of someone else?

We're here for you 24/7. See our [FAQs](#) or contact us if you have questions. 1 (800) 993-3322 | care@lyrahealth.com [Chat live](#)

brookfield.lyrahealth.com

Set up your account

[← Back](#)

Background information

STEP 2 OF 3

How would you describe yourself?

Gender identity

- Male
- Female
- Non-binary
- Other
- Prefer not to say

Ethnicity (Select all that apply)

- Asian
- Black or African-American
- Hispanic or LatinX
- Native-American or Alaska Native
- Native Hawaiian or Pacific Islander
- White
- Prefer not to say

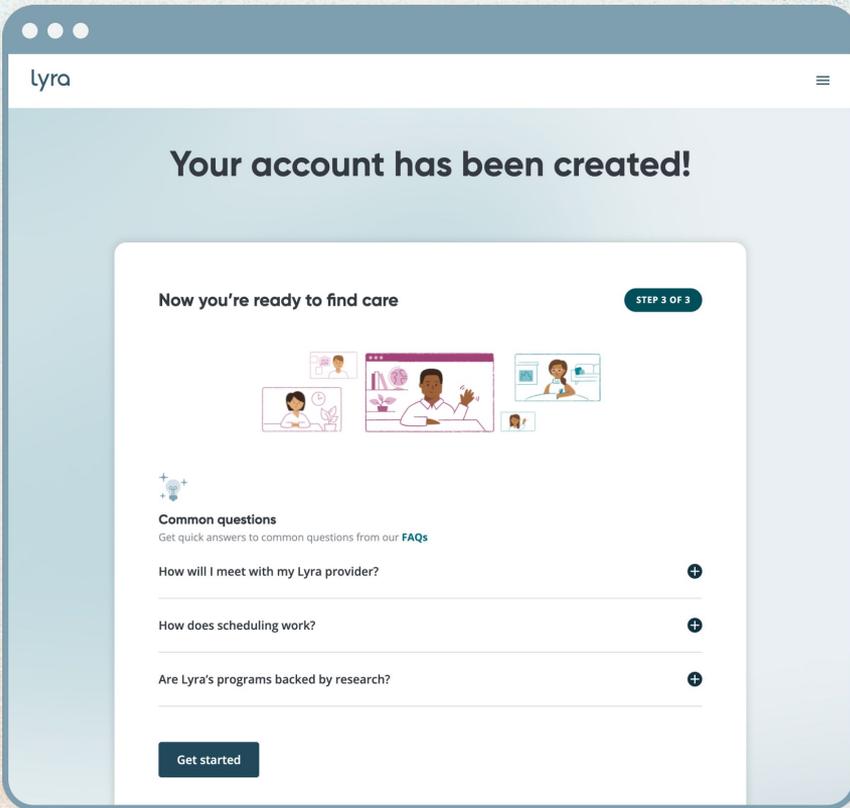
Our team values feedback (Optional)

May we contact you to learn about your experience with Lyra? ⓘ



- I attest that I, or the person I am searching on behalf of, qualify for Lyra through the [company] partner number I provided. If the person receiving care is found ineligible for coverage, I will be personally responsible for the cost of any visits or services received through Lyra.

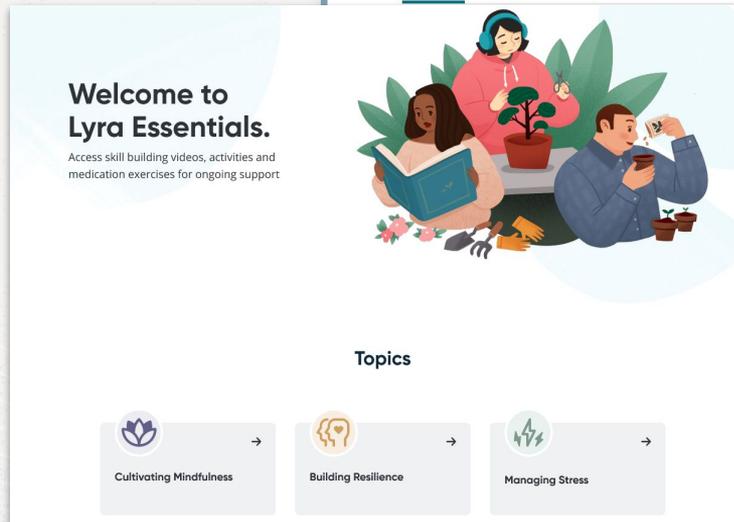
brookfield.lyrahealth.com



brookfield.lyrahealth.com

Explore Lyra's Homebase

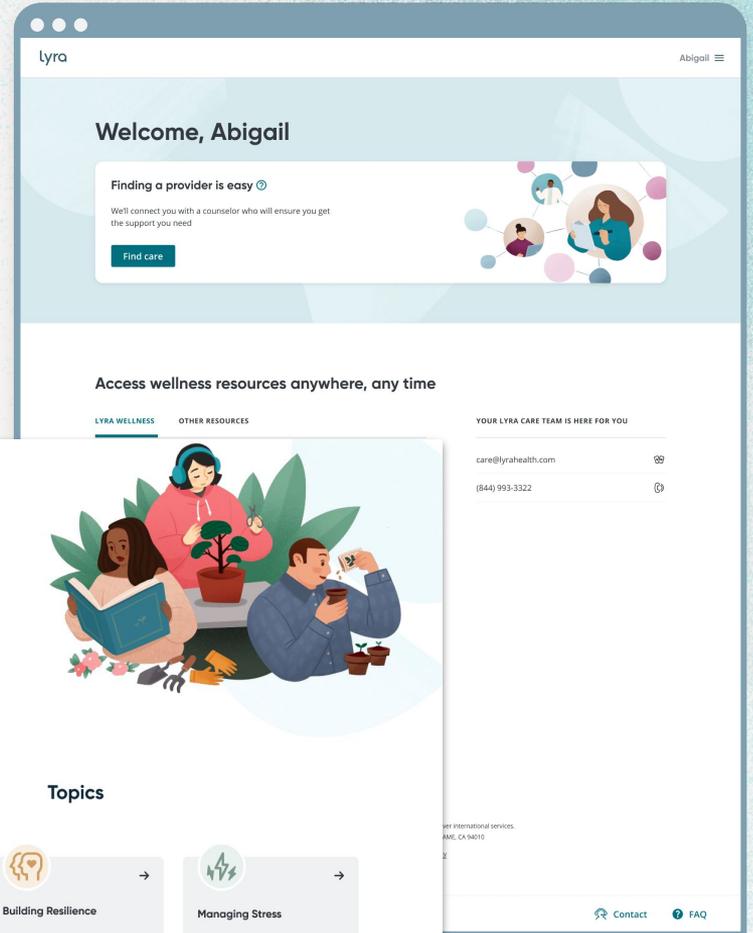
Access to wellness resources, including Lyra Essentials, the Lyra Health mobile app and other resources such as work-life services



Welcome to Lyra Essentials.
Access skill building videos, activities and medication exercises for ongoing support

Topics

- Cultivating Mindfulness
- Building Resilience
- Managing Stress



Lyra

Abigail

Welcome, Abigail

Finding a provider is easy

We'll connect you with a counselor who will ensure you get the support you need

Find care

Access wellness resources anywhere, any time

LYRA WELLNESS OTHER RESOURCES

YOUR LYRA CARE TEAM IS HERE FOR YOU

care@lyrahealth.com

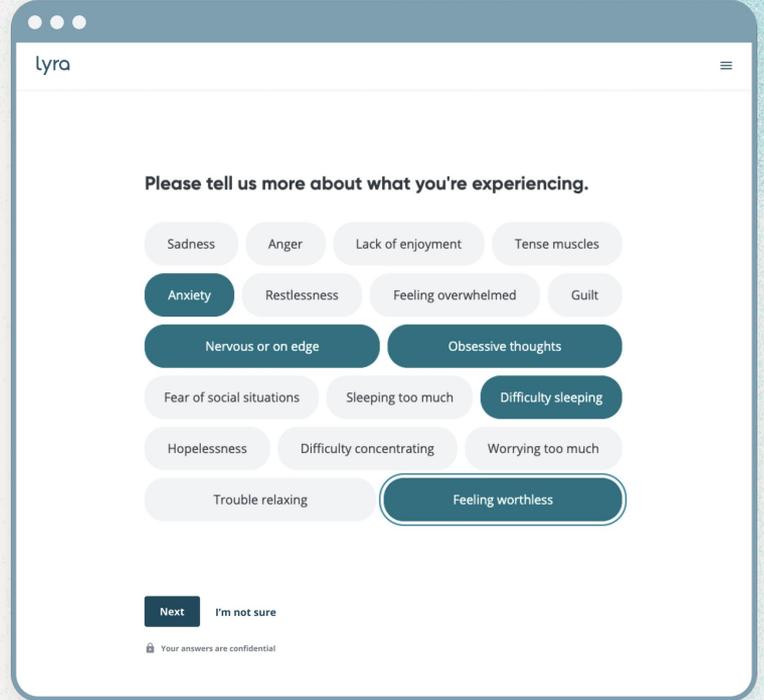
(844) 993-3322

International services
SOME, CA 94010

Contact FAQ

Share what you're experiencing

Complete a quick questionnaire to help Lyra better understand your needs



lyra

Please tell us more about what you're experiencing.

Sadness Anger Lack of enjoyment Tense muscles

Anxiety Restlessness Feeling overwhelmed Guilt

Nervous or on edge Obsessive thoughts

Fear of social situations Sleeping too much Difficulty sleeping

Hopelessness Difficulty concentrating Worrying too much

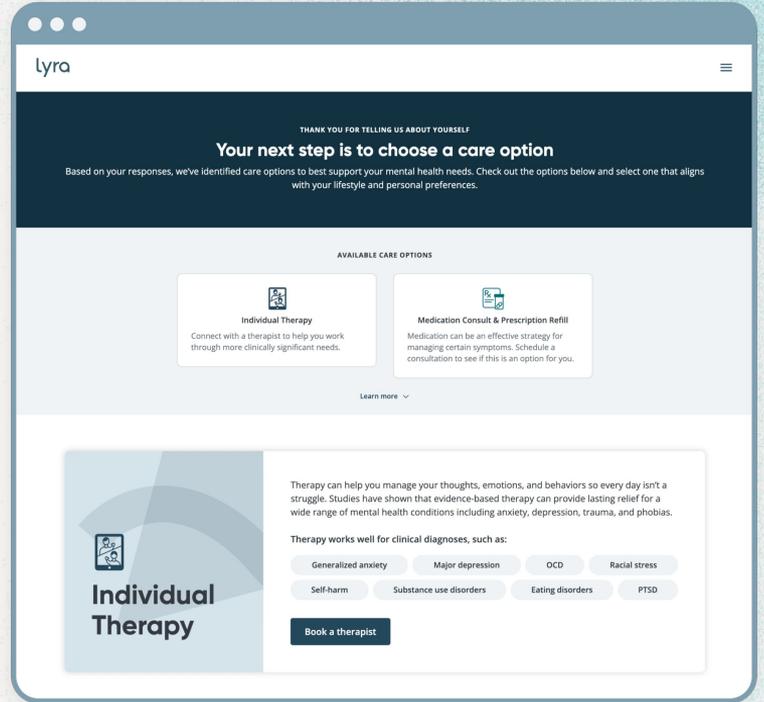
Trouble relaxing Feeling worthless

Next I'm not sure

Your answers are confidential

View available care options

Based on your needs, Lyra will match you with recommended care options



The screenshot shows a web browser window with the Lyra logo in the top left. A dark blue banner at the top contains the text: "THANK YOU FOR TELLING US ABOUT YOURSELF" and "Your next step is to choose a care option". Below this, a smaller line of text reads: "Based on your responses, we've identified care options to best support your mental health needs. Check out the options below and select one that aligns with your lifestyle and personal preferences."

The main content area is titled "AVAILABLE CARE OPTIONS" and features two cards:

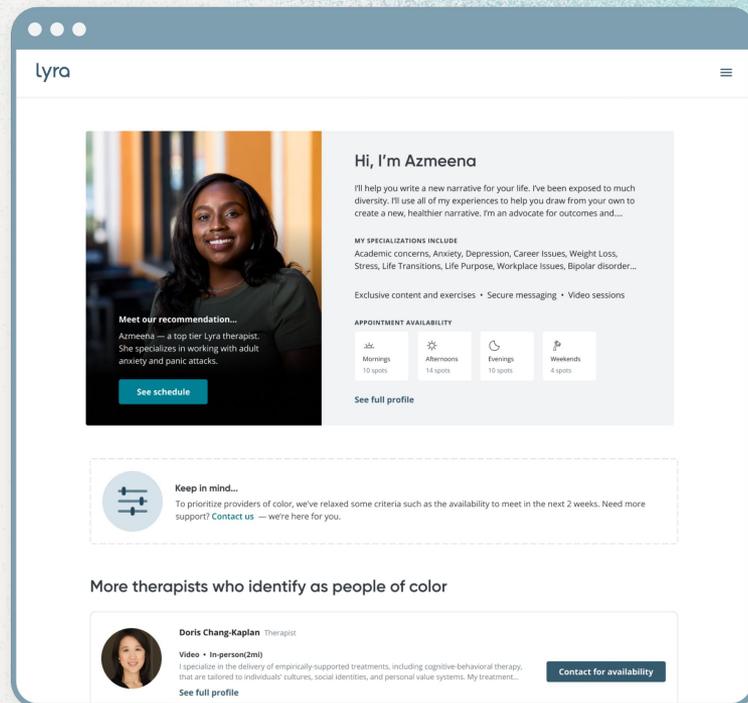
- Individual Therapy**: Connect with a therapist to help you work through more clinically significant needs.
- Medication Consult & Prescription Refill**: Medication can be an effective strategy for managing certain symptoms. Schedule a consultation to see if this is an option for you.

A "Learn more" link with a dropdown arrow is positioned below these cards.

The "Individual Therapy" card is expanded, showing a detailed view. It includes a sub-header "Individual Therapy" with a therapist icon, a paragraph explaining that therapy helps manage thoughts, emotions, and behaviors, and a list of clinical diagnoses: Generalized anxiety, Major depression, OCD, Racial stress, Self-harm, Substance use disorders, Eating disorders, and PTSD. A "Book a therapist" button is located at the bottom of this card.

Choose your own provider

Meet with our top-tier providers right away



The screenshot shows a web browser window with the Lyra logo in the top left and a hamburger menu in the top right. The main content area features a therapist profile for Azmeena. On the left is a portrait of Azmeena, a Black woman with long dark hair, smiling. Below the portrait is a text box with the heading "Meet our recommendation..." and a blue "See schedule" button. To the right of the portrait is a larger text block with the heading "Hi, I'm Azmeena" and a "See full profile" link. Below this is a "Keep in mind..." section with a dashed border and a "Contact us" link. At the bottom is a section titled "More therapists who identify as people of color" featuring a profile for Doris Chang-Kaplan with a "Contact for availability" button.

lyra

Hi, I'm Azmeena

I'll help you write a new narrative for your life. I've been exposed to much diversity. I'll use all of my experiences to help you draw from your own to create a new, healthier narrative. I'm an advocate for outcomes and...

MY SPECIALIZATIONS INCLUDE
Academic concerns, Anxiety, Depression, Career Issues, Weight Loss, Stress, Life Transitions, Life Purpose, Workplace Issues, Bipolar disorder...

Exclusive content and exercises • Secure messaging • Video sessions

APPOINTMENT AVAILABILITY

📅	🌞	🌙	🏠
Mornings 10 spots	Afternoons 14 spots	Evenings 10 spots	Weekends 4 spots

[See full profile](#)

Meet our recommendation...
Azmeena — a top tier Lyra therapist. She specializes in working with adult anxiety and panic attacks.
[See schedule](#)

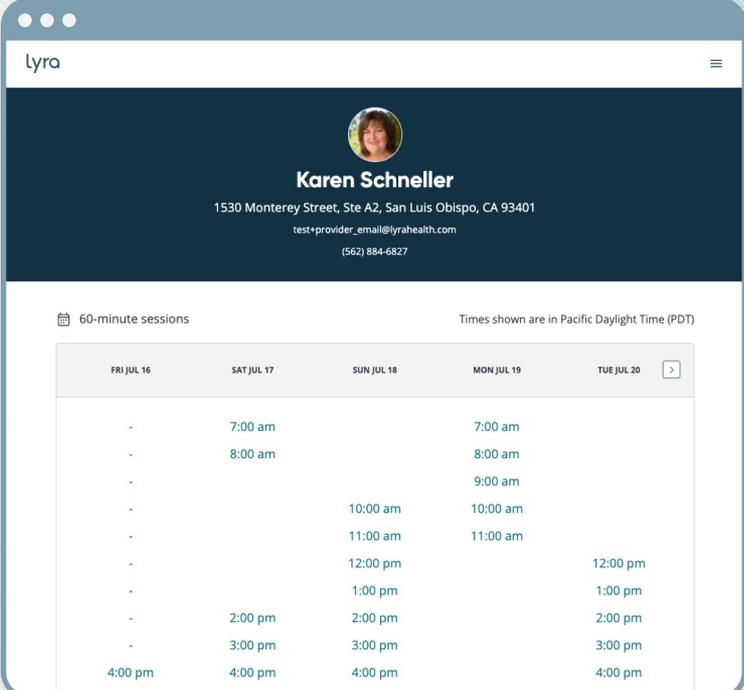
Keep in mind...
To prioritize providers of color, we've relaxed some criteria such as the availability to meet in the next 2 weeks. Need more support? [Contact us](#) — we're here for you.

More therapists who identify as people of color

Doris Chang-Kaplan Therapist
Video • In-person(2mi)
I specialize in the delivery of empirically-supported treatments, including cognitive behavioral therapy, that are tailored to individuals' cultures, social identities, and personal value systems. My treatment...
[Contact for availability](#)
[See full profile](#)

Easily schedule your appointment

With daytime, evening and weekend availability, find a time that is convenient for you



The screenshot displays the Lyra patient portal interface. At the top, the Lyra logo is visible. Below it, the profile of Karen Schneller is shown, including her name, a circular profile picture, and contact information: 1530 Monterey Street, Ste A2, San Luis Obispo, CA 93401; email: test+provider_email@lyrahealth.com; and phone: (562) 884-6827. The main section is titled "60-minute sessions" and includes a note that times are shown in Pacific Daylight Time (PDT). A calendar grid shows availability for Friday, July 16, Saturday, July 17, Sunday, July 18, Monday, July 19, and Tuesday, July 20. The grid indicates available time slots for each day.

FRI JUL 16	SAT JUL 17	SUN JUL 18	MON JUL 19	TUE JUL 20
-	7:00 am		7:00 am	
-	8:00 am		8:00 am	
-			9:00 am	
-		10:00 am	10:00 am	
-		11:00 am	11:00 am	
-		12:00 pm		12:00 pm
-		1:00 pm		1:00 pm
-	2:00 pm	2:00 pm		2:00 pm
-	3:00 pm	3:00 pm		3:00 pm
4:00 pm	4:00 pm	4:00 pm		4:00 pm

Lyra will match you to recommended care options

The right care for every need



Lyra Essentials



Lyra Guided Self-Care



Lyra Coaching



Lyra Therapy



Lyra Medication

Wellness & Preventive Care

Moderate Care

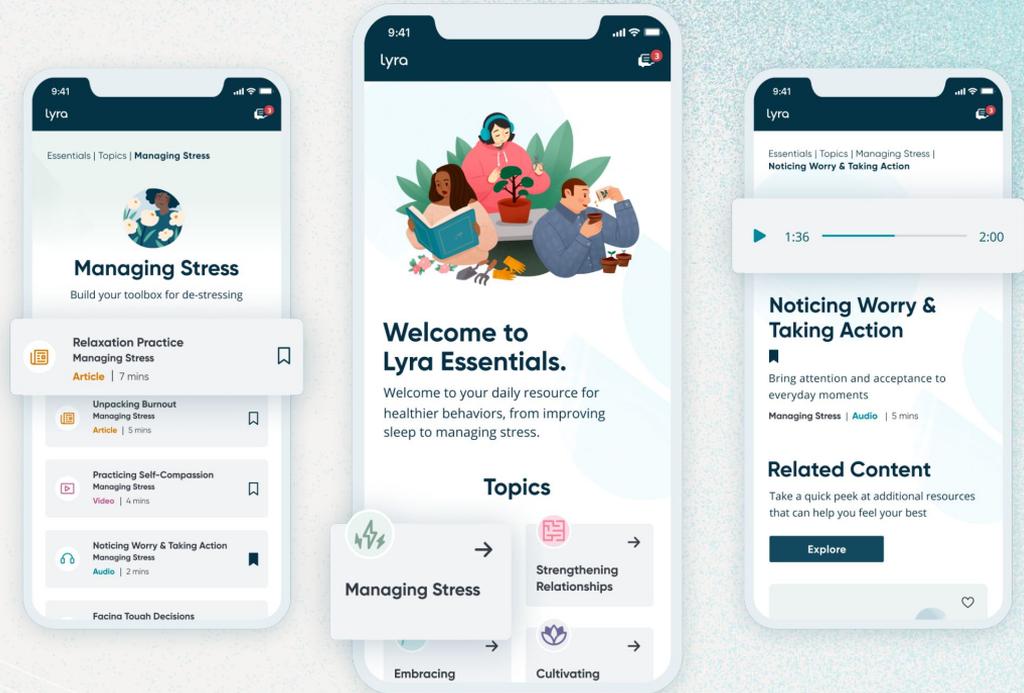
Complex



Lyra Essentials

Evidence-based self-care for every member

- Use Lyra Essentials, a new preventive mental health offering, to access a rich library of research-based self-care resources.
- Tap into guided meditations, how-to videos, and mindfulness tactics for everyday life in Lyra's app or on the web.

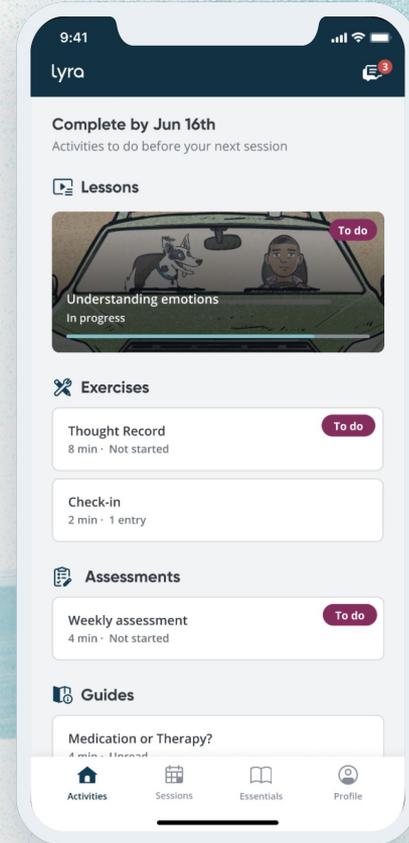


Guided Self-Care



Work through your care plan at your own pace and on your own schedule

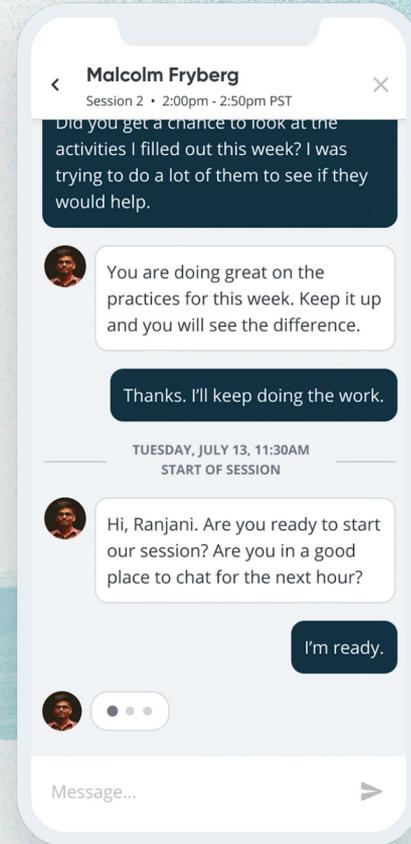
- Meet with your Lyra Coach for a live video session to discuss your needs.
- After your initial consultation, your Lyra Coach will craft a personalized six-week digital care plan with activities that directly address your goals.
- Your coach will keep you on track, provide specific feedback, and be available via messaging for questions and support.



Coaching

Work with your Lyra Coach through regularly-scheduled sessions

- Choose to connect with your coach via live messaging through your mobile device or from your computer, or meet “face-to-face” over live video on a recurring basis.
- As you work together, you’ll continue to develop your toolkit of skills and strategies to support your mental health, and build strength for lasting change.



Therapy

Access elite quality therapists through Lyra's provider network

- Lyra works only with the best therapists.
- All Lyra therapists must practice evidence-based techniques proven to reduce your symptoms.
- With Lyra's innovative Blended Care Therapy, you'll be able to stay connected with your therapist throughout the week.
- Practice skills to reduce your symptoms in between sessions.



9:41

Check-in

Instructions

Thinking over the last day, track the emotions you experienced, their intensity, and what (if any) therapy skills came to mind.

Anger / Frustration 3

0: none 10: extremely angry

Anxiety / Stress 7

0: none 10: extremely anxious

Depression / Sadness 3

0: none 10: extremely depressed

Hours of sleep 8

How often did therapy skills come to mind?

Submit



Medication Management

Work with a physician to fulfill your medication needs

- Get matched with a mental health physician for medication consults, help tracking your symptoms, and direct messaging.
- Access follow-up appointments and prescription refills with the same physician

Medication Management requires members to use their health plan benefits and is always subject to a cost-share based on their outpatient mental health benefit.



Lyra members have many different entry points to getting a Medication Consultation

ENTRY POINT



Care Recommendation

Based on digital assessment, member is recommended a medication consultation



Lyra Provider

refers to the member to get a medication consultation



Member reaches out to the care navigator team

Speaks with the care navigator team about a medication consultation



MEDICATION CONSULTATION

Physician conducts 90-min consultation to learn about the member's clinical history and medical background to determine if medication makes sense for them

Lyra provides warm transfers to health plans as needed for outpatient services

- Psychological testing
- Medication
- Autism Spectrum Disorder Evaluation

- Services for Remedial Education
- Applied Behavioral Analysis (ABA)
- Speech therapy

You can also connect the Lyra Care Team directly 24/7



1. You want to connect with Lyra directly to find care OR request a different provider



2. Call the Lyra Care Team at (877) 424-1860



3. Lyra Care Team will:

- Gather your information
- Help you navigate Lyra benefit and website
- Complete intake and assess need
- Provide list of resources (therapists, coaches, self-care apps), where necessary
- Connect you with resources through the medical plan if necessary

In the moment support

If a member calls in distress and either request in the moment support or if it is needed after assessment the care team will transfer the member to a master-level licensed clinician, who will provide them with assistance over the phone.

If needed a member of the care team will assist in creating a safety plan and contacting emergency services.

The care team is available 24/7.
(877) 424-1860



Lyra care experience

Our goal is to provide care that will help you feel better as soon as possible

"I have sought mental health services multiple times over the last 5 years and was never able to meet with a qualified provider. It was always draining and exhausting asking for help with no success. Lyra made it simple, easy and lowered the barriers to getting services timely."

— **Lyra Member**

Get started at
brookdfield.lyrahealth.com

(877) 424-1860 | care@lyrahealth.com

Q&A

brookfield.lyrahealth.com

(877) 424-1860 | care@lyrahealth.com