



Lyra Health – FAQ

What is Lyra Health?

Lyra Health offers a dedicated Care Navigator Team to provide personalized support for your mental health needs. It also offers an expanded network of mental health providers, programs, and self-care for children, adults, couples, and families. Mental health care is available in person or online and tailored to your needs via its confidential online platform.

Does it cost anything to use the program?

No. This program is part of your State of Connecticut health benefits and is available at no additional cost to you.

How do I sign up?

Visit carecompass.lyrahealth.com or call (877) 390-8904 to create an account. Just answer a few questions to get paired with a provider who understands your needs and unique background and identity.

What can I expect after I register?

Once you are registered with Lyra, you can:

- Explore self-care resources and tools to prioritize your well-being
- Book a counseling or therapy session, or call us at (877) 390-8904 for crisis support, day or night. *We can even prescribe or help you manage mental health medications, if needed.
- Utilize work-life services where you can connect with experts on legal, family, and financial questions or concerns by calling (877) 390-8904.

Can I use it in person or online?

You can book in-person or online sessions, plus get unlimited access to our self-care resources.

Does Lyra have an app?

Yes! Access unlimited self-care resources, and meet or message with your provider via the Lyra Health mobile app, available in the [App Store](#) or on [Google Play](#).

**For more information, please visit
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Download the app here: [App Store](#) | [Google Play](#)



What type of self-care resources are available?

Lyra offers an on-demand library of self-care and mindfulness resources for managing stress, improving sleep, getting parenting support, strengthening relationships, embracing identity, and more.

What types of support can Lyra offer?

No matter what you're dealing with, Lyra can help. With Lyra, you can quickly access a full spectrum of mental health care offerings, from self-care and well-being resources to support for life's most difficult situations. Find compassionate and confidential mental health care to help you with issues such as:

- Anxiety
- Burnout
- Decreased motivation
- Difficulty concentrating
- Excessive alcohol and substance use
- Feeling hopeless
- Feeling overwhelmed
- Frequent worry
- Grief
- Loneliness
- Parenting challenges
- Perfectionism
- Racial stress
- Relationship issues
- Stress management
- Trouble sleeping

When is support available?

You can access care anytime, 24/7. Use the Lyra app to book a session with a mental health coach or therapist, or call us at (877) 390-8904 for crisis support, day or night.

Will my employer know if I use the program?

No. When you choose Lyra Health, your care will always remain confidential, just like when you select a provider for any other health care need. Please note that for any care provided to a minor under the age of 18, at least one parent is required to be involved.

Is this program available for eligible dependents?

Yes. Our well-being programs also provide spouses, caregivers, and children with the tools they need to thrive. Please note that for any care provided to a minor under the age of 18, at least one parent is required to be involved.

What is Mental Health Coaching?

Mental health coaching is designed to help you create a more rewarding life, and get you back on track when you're feeling stuck. Similar to therapists, mental health coaches are specially trained, certified professionals who help people with a range of emotions, from stress, burnout, and anxiety to navigating life transitions or relationship issues.

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What's the difference between Mental Health Coaching and Therapy?

Mental health coaching could be a good fit for you if...

- You have goals to improve your mental health, relationships, or performance at work
- You aren't experiencing a severe mental health concern but want to be proactive with your mental health
- You want to work on self-development to become a better leader, employee, or member of your family and community.

If you struggle with severe anxiety or depression, PTSD, schizophrenia, or another complex condition, you may be a better match for care from a Lyra therapist.

When you complete Lyra's triage, we'll ask you questions to connect you with care that is the most appropriate for you.

What is Medication Management?

Lyra has developed its own specialized Medication Management program, providing access to medication management services via a team of physicians for instances in which medication may be an effective part of a treatment plan.

Medication Management starts with an in-depth medication consultation to discuss your treatment history, concerns, and what medications would be a good fit for you. Members who choose to move forward with a treatment plan will have access to follow-up sessions with their physician and digital support between sessions.

Medication Management services are delivered by board-certified family and internal medicine physicians who have received special training in mental health medication prescribing. The physicians exclusively practice evidence-based prescribing. A Lyra expert psychiatrist provides oversight to these physicians.

Sessions in Lyra's Medication Management program are conducted virtually using Lyra's platform.

If you require or prefer in-person care, Lyra will connect you with an in-person provider through the Lyra network. These providers are licensed prescribers, such as nurse practitioners and psychiatrists, who have been vetted and credentialed by Lyra. They also offer comprehensive consultation and follow-up sessions.

You can participate in Medication Management independently or in conjunction with Lyra's therapy program.

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How can I find care for my child?

Lyra supports the emotional well-being of the whole family, and has the largest child specialist network, with more than 6,500 licensed child specialists. Lyra providers can help children and teens, ages 0-18. Parents can create an appointment for their child, or teens 13+ can schedule their own appointment. Please note that for any care provided to a minor under the age of 18, at least one parent is required to be involved.

For specific questions about care for your child, reach out to Lyra's Care Navigators who have extensive training in working with children and families.

Do you offer support for parents?

Yes! Lyra offers parent coaches who specialize in helping parents and caregivers reduce stress and improve child behavior. Whether you have toddlers or teens, Lyra can provide guidance on common behavioral challenges like tantrums, whining, defiance, testing limits, screen time, technology use, and navigating independence.

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