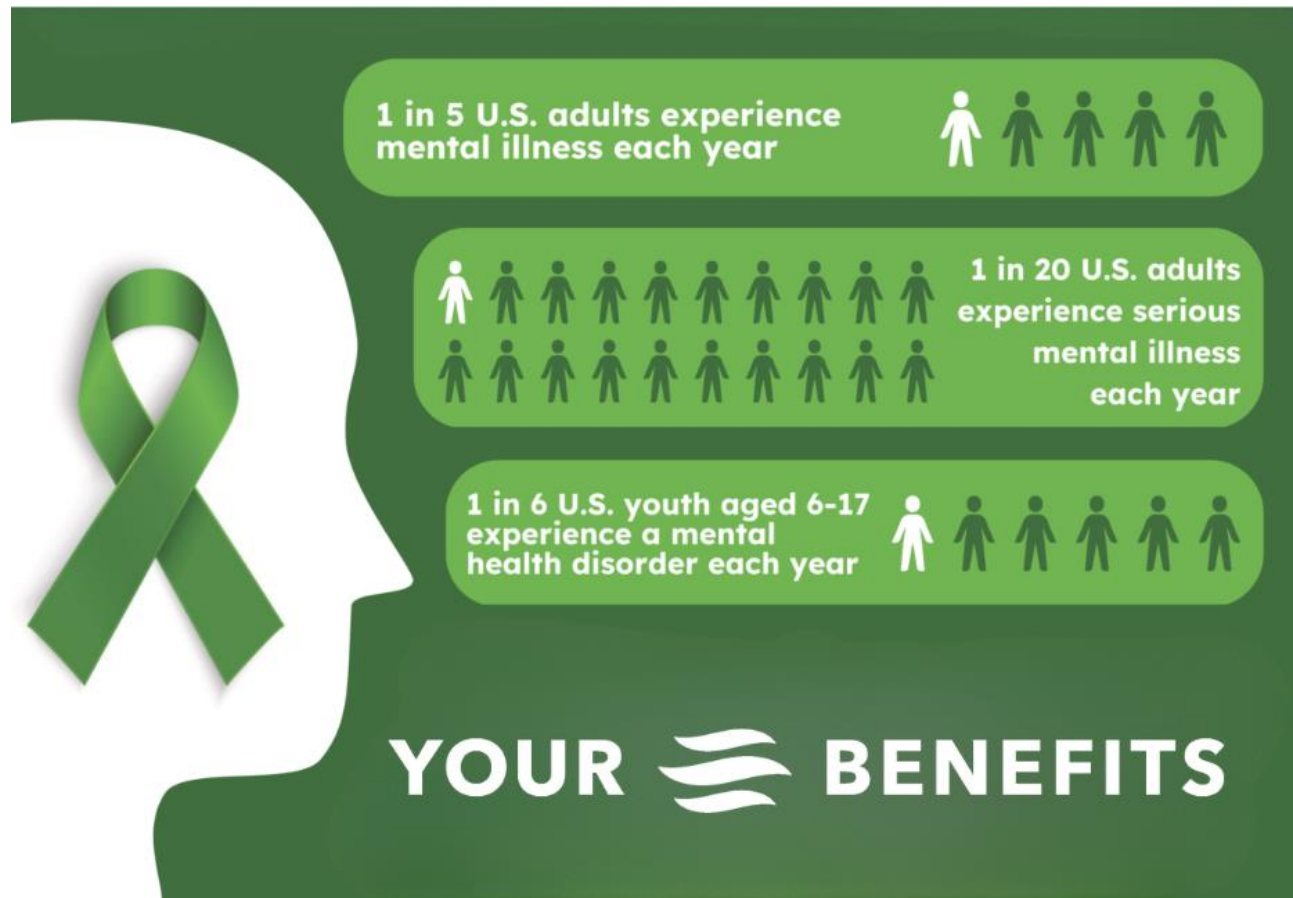


YOUR BENEFITS

Mental Health & Wellness Benefits FAQ

Why Mental Health Support Matters

Mental health challenges are more common than many people realize and can affect anyone at any stage of life. **Your benefits provide access to FREE, confidential support, professional care, and tools to help you and your family when you need it.**



1. What mental health and wellness benefits are available to me based on my plan?

Your mental health and wellness benefits vary depending on your medical plan, but may include the following:

Available to all employees (regardless of benefit enrollment):

- Employee Assistance Program (EAP): **FREE**, confidential support available 24/7 for stress, anxiety, depression, financial or legal concerns, and more

If enrolled in Personify Health plans (Value Copay, Premier EPO, or Choice HSA):

- Lyra Health: Up to **8 FREE therapy or coaching sessions per year**, plus digital mental health tools
- Teladoc: Virtual therapy and psychiatry (ages 18+)
- 98point6: On-demand messaging with a licensed mental health professional (7 days a week, no appointments needed)

If enrolled in a Centivo plan:

- Access to a nationwide network of mental health providers (therapy, psychiatry, medication management)
- Brightline: Virtual mental health support for children and teens (ages 0–18)

If enrolled in a Kaiser HMO plan:

- 24/7 emotional support and care options (phone, video, or in-person, no referral needed)
- Access to digital self-care tools like Calm and Headspace

2. What is the Employee Assistance Program (EAP)?

The Employee Assistance Program (EAP) is a **FREE** and confidential resource available to ALL employees, regardless of benefit enrollment. Coverage also extends to spouses, dependent children, parents, and parents-in-law.

The EAP can be used for:

- Stress, anxiety, grief, or emotional concerns
- Relationship or family challenges
- Financial or legal support
- Work-life balance and daily life needs

Support is available 24/7 by phone or online, with multilingual services available.

3. What does Lyra Health include and who is eligible?

Lyra Health provides personalized mental health care, including therapy, coaching, and digital wellness tools.

Available to:

Employees and dependents enrolled in the Value Copay, Premier EPO, or Choice HSA plans

What's included:

- Up to **8 FREE therapy** or coaching sessions per year
- 24/7 access to digital mental health resources
- Personalized provider matching
- Support for individuals, couples, and families
- Care for stress, anxiety, depression, burnout, substance use, and relationships
- Support for children (ages 2+) and teens through family-focused care

Appointments are available virtually, in person, or via live chat.

4. What happens after I use the 8 free Lyra sessions?

After your 8 free sessions are used:

- You may continue care through Lyra using your medical plan
- Costs will depend on your plan (copay or deductible/coinsurance may apply)

Lyra can help guide you to continued care options based on your needs and coverage.

5. How does Teladoc mental health support work?

Teladoc provides virtual visits with licensed therapists and psychiatrists.

Available to:

Members enrolled in the Value Copay, Premier EPO, or Choice HSA plans (ages 18+)

Key details:

- Appointments available 7 days a week
- Visits must be scheduled in advance
- Support for anxiety, depression, stress, grief, addiction, and more

Teladoc also offers general medical care 24/7 for non-emergency conditions.

6. What is 98point6 and how is it different than Teladoc?

98point6 offers on-demand mental health support through secure messaging.

Available to:

Members enrolled in the Value Copay, Premier EPO, or Choice HSA plans

Key details:

- Chat with a licensed mental health professional
- Available 7 days a week (7 a.m. – 9 p.m. local time)
- No appointments required

This is a good option if you want quick, convenient support without scheduling a visit.

7. How much do mental health visits cost under my medical plan?

Costs depend on your plan:

- Value Copay Plan & Premier EPO Plan:
 - Typically a low copay per visit
- Choice HSA Plan:
 - You pay the full cost until your deductible is met
 - After that, you pay coinsurance (a percentage of the cost)
- Lyra Health:
 - First 8 sessions are FREE for eligible members

Always check your specific plan details for exact costs.

8. What mental health support is available for children and teens?

Support options vary by plan:

- Lyra Health (Value Copay, Premier EPO, Choice HSA):
 - Therapy, coaching, and family support for children (ages 2+) and teens
- Centivo Plans:
 - Brightline: Virtual therapy, psychiatry, and coaching for ages 0–18
 - Support for anxiety, ADHD, depression, sleep issues, and more

These programs also provide resources for parents and caregivers.

9. What should I do if I or someone else is in crisis?

If you or someone else is in immediate danger:

- Call 911

For immediate mental health support:

- Contact the EAP (available 24/7)
 - Call: 800-854-1446 (multi-lingual)
- Use your plan's mental health resources (Lyra, Teladoc, etc.)

10. How do I get started?

You can access support in a few different ways:

- Contact the EAP (24/7) for immediate, no-cost support
 - unum.com/lifebalance
800-854-1446 (multi-lingual, available 24/7)
- Visit the Lyra Health website or call to get matched with a provider
 - ensign.lyrahealth.com
care@lyrahealth.com
833-872-0268
- Set up your Teladoc account to schedule virtual visits
 - teladoc.com
800-835-2362
- Use 98point6 for quick, on-demand support

- 98point6.com
Download the 98point6 app ([App Store](#) / [Google Play](#))
- Check your plan for additional providers and tools

If you're not sure where to start, the EAP is the easiest first step.