

lyra

Getting to know Lyra,
your workforce mental health partner

lyra &  **MERCURY
INSURANCE**

Agenda

Current state
of mental
health care

(5 min)

Lyra Health
overview

(15 min)

Lyra member
experience

(5 min)

Self-care tips

(5 min)

Q&A

(15 min)

Current state of mental health care



UNDER TREATED

50%

of people with a mental health condition do not get treatment.

HARD TO ACCESS

88%

of health plan providers don't have any available appointments.

LOW QUALITY

72%

of health plan providers use treatments that are not effective.

Only 20%
of treatments
are proven to work

— American Psychological Association

Cranial Electrotherapy Stimulation

Cupboard Therapy

Brainspotting

Rebirthing

Facilitated Communication for Autism

Cognitive Behavioral Therapy

Inner Balance Therapy

Boot-Camp Interventions, Conduct Disorder

Past-Life Regression Therapy

Holding Therapy

Psychoanalytic Psychotherapy (Freudian)

Alter Reification

Exposure Therapy for Trauma

Critical Incident Stress Debriefing

Regression Therapy

Transcranial Magnetic Stimulation

Interpersonal Therapy

Attachment Therapy

DID-Oriented Therapy

Jungian Depth Analysis

Suggestive Techniques for Memory Recovery

Dialectical Behavioral Therapy

Transpersonal Psychotherapy

Rotational Therapy

Relaxation Treatments for Panic-Prone

Parent-Child Interaction Therapy

Interpersonal Neurobiology

Recovered Memory Techniques

Shamanic Journeying

Dream Work

Expressive/Experiential Therapies

OUR ASPIRATION

To provide millions of people with
immediate access to exceptional and
affordable behavioral health care

Lyra Health Overview

A New Mental Health Solution

Convenient access to high-quality care and support

Quality network

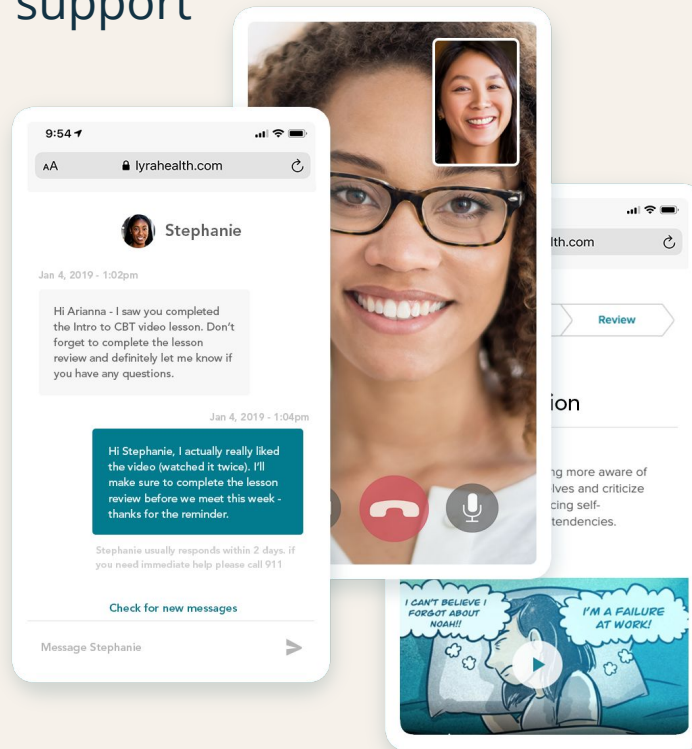
Access to as many as 16 covered sessions with a quality therapist or coach, dedicated to evidence-based care

Informed by clinical outcomes

Outcomes collection to enable better care, smarter matches, and personalized treatment plans

Convenient digital platform

Personalized recommendations, online scheduling, supported by 24/7 concierge service



Why Evidence-based Therapy?

**Avoid
harm**

**Do what
works**

**Use resources
effectively**

What is Evidence-Based Treatment?

- Use of a manual
- Clearly defined population
- Demonstrated efficacy in randomized controlled trials
- Emphasis on clinical significance
- Progress and outcomes are monitored
- Generalizes to real-world settings





What can Lyra help with?

Lyra is the right first step for your mental health needs.

We provide all benefits eligible employees and their dependents the right support for stress, anxiety, depression, ADD/ADHD, relationship issues, sleep disorders, and other outpatient behavioral health needs.





ABOUT LYRA

Who can use Lyra?

All Mercury team members and their dependents can access up to 16 free sessions per member per year. Members do not have to be enrolled in the health plan to access Lyra's services.

What are my care options?

In-person or live video therapy, mental health coaching, guided self-care and mental wellness tools



Lyra's care programs: The right care for every need

Mental Health Coaching

Get to the root of your challenges with ongoing live video coaching sessions and between session support activities.

Therapy

Meet with a Lyra therapist who can diagnose and treat mental health conditions like depression or PTSD by teaching you new skills so you feel better.



**Track your
symptoms over
time**



**Practice skills and
exercises between
sessions**

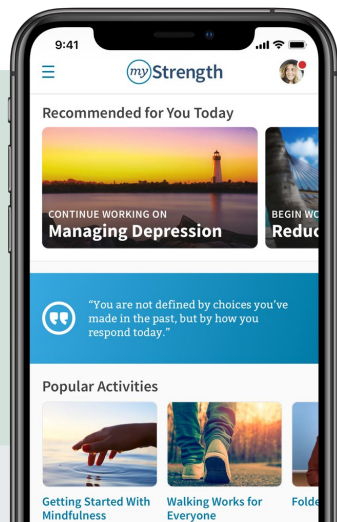


**Message with your
provider anywhere,
anytime**

Lyra's care programs: The right care for every need

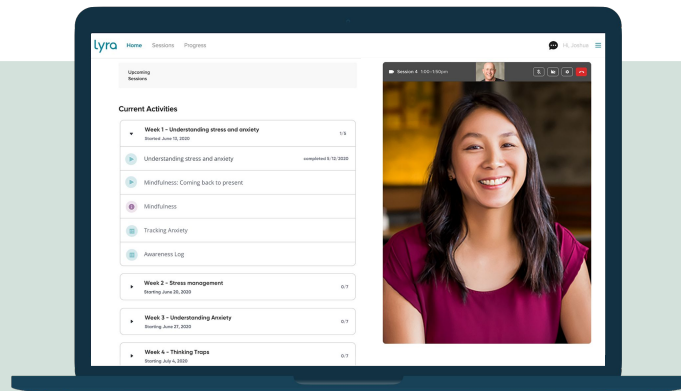
Mental Wellness Tools

Lyra's care apps will teach new skills based on validated behavioral health approaches, provide opportunities for practice, and keep you motivated any time, any place.



Guided Self-Care

Get started quickly on a care plan crafted by your coach and learn new mental health strategies at your own pace.



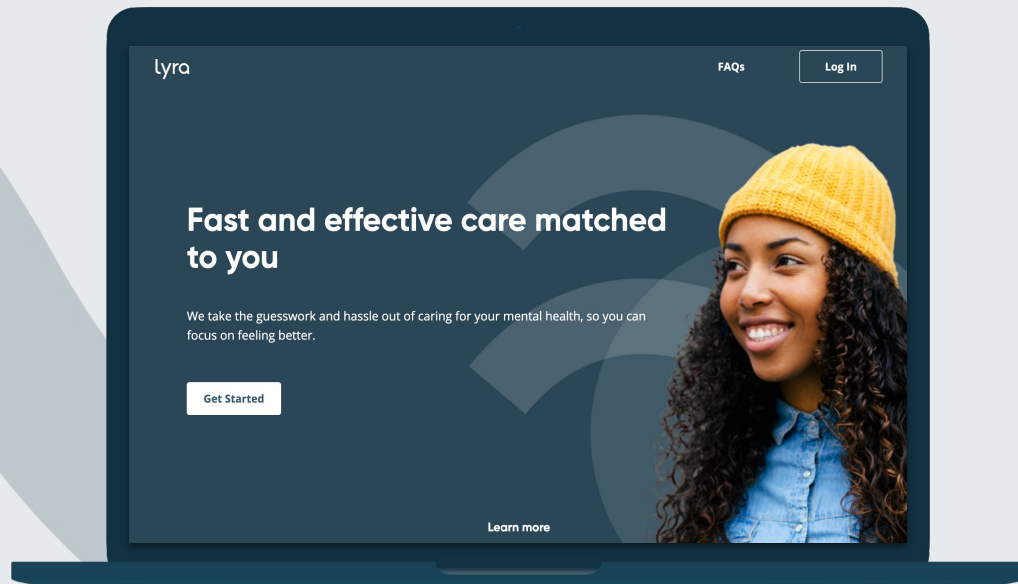
Lyra covers outpatient services for common behavioral health conditions, *not* including:

- Non-Evidence-Based Behavioral Healthcare
- Inpatient or Residential Treatment
- Hospitalization (*including partial*)
- Intensive Outpatient Treatment
- Psychiatry
- Long-Term Care or Counseling
- Prescription Medication
- Autism Spectrum Disorder Treatment
- Services for Remedial Education

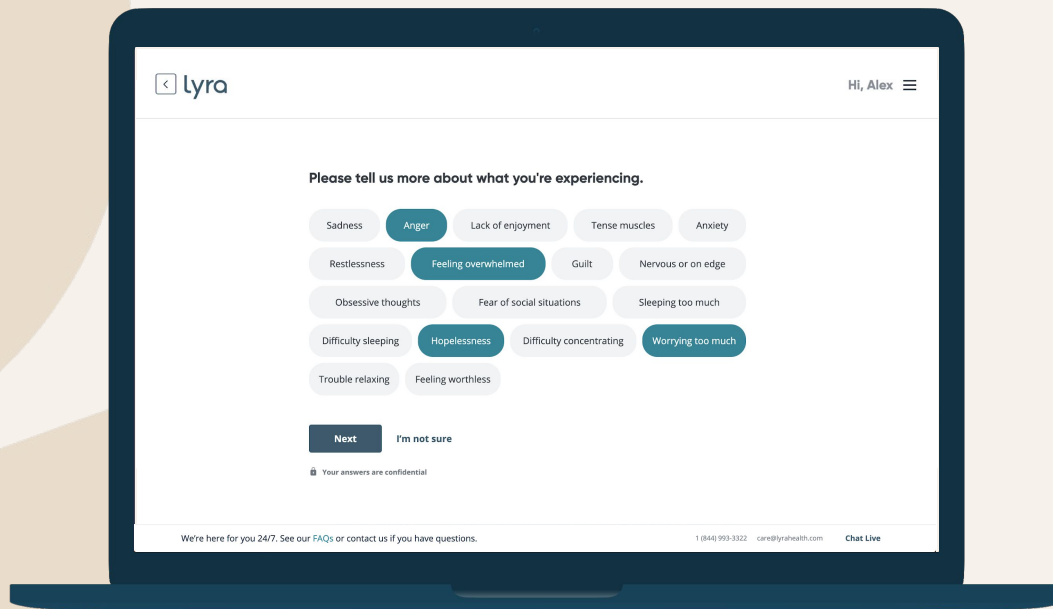
****Lyra provides warm transfers to health plan for Mercury****

The Member Experience

1. Member registers with Lyra online at mercury.lyrahealth.com



2. Member answer a few questions about how they are feeling



The image shows a laptop screen with the Lyra app interface. The app is titled 'lyra' in the top left corner. In the top right corner, it says 'Hi, Alex' next to a menu icon. The main content area has a heading 'Please tell us more about what you're experiencing.' Below this heading is a grid of 16 buttons representing different emotions and symptoms. The buttons are arranged in four rows and four columns. The buttons are: 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, and Feeling worthless. The buttons 'Anger', 'Feeling overwhelmed', 'Hopelessness', and 'Worrying too much' are highlighted in a darker teal color. At the bottom of the grid, there are two buttons: 'Next' and 'I'm not sure'. Below these buttons is a small icon of a padlock and the text 'Your answers are confidential'. At the very bottom of the screen, there is a footer with the text 'We're here for you 24/7. See our FAQs or contact us if you have questions.', a phone number '1 (844) 993-3322', an email address 'care@lyrahealth.com', and a 'Chat Live' button.

lyra

Hi, Alex

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

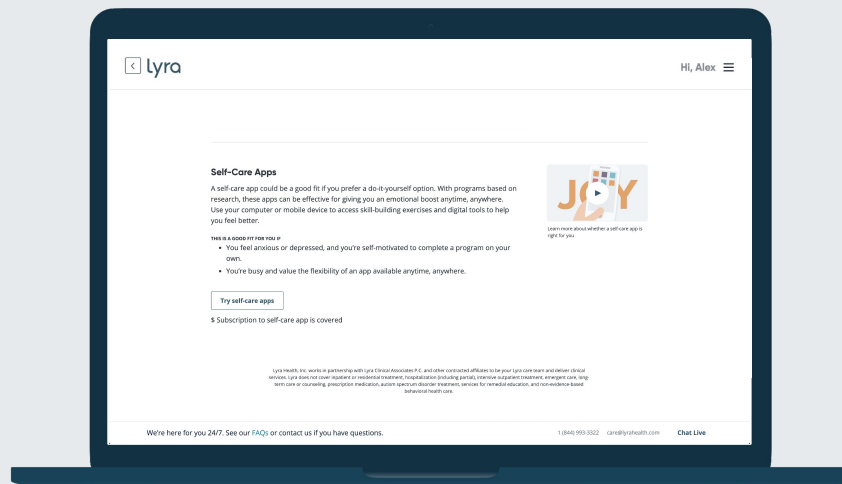
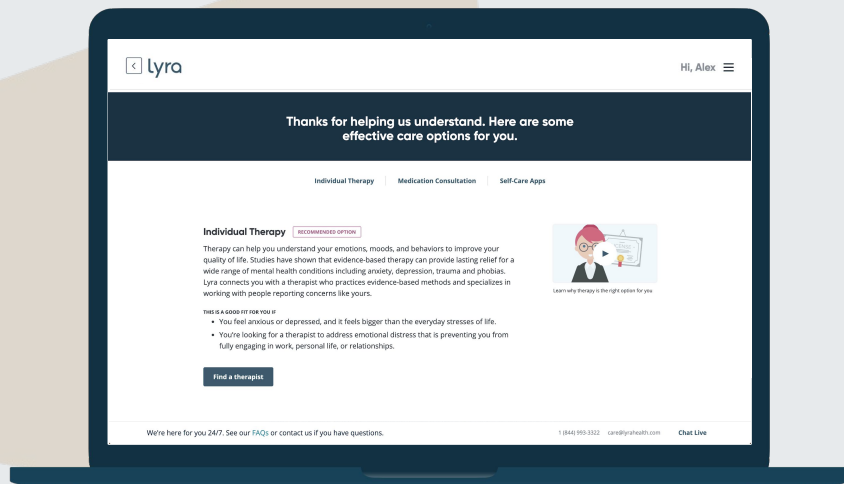
Trouble relaxing Feeling worthless

Next I'm not sure

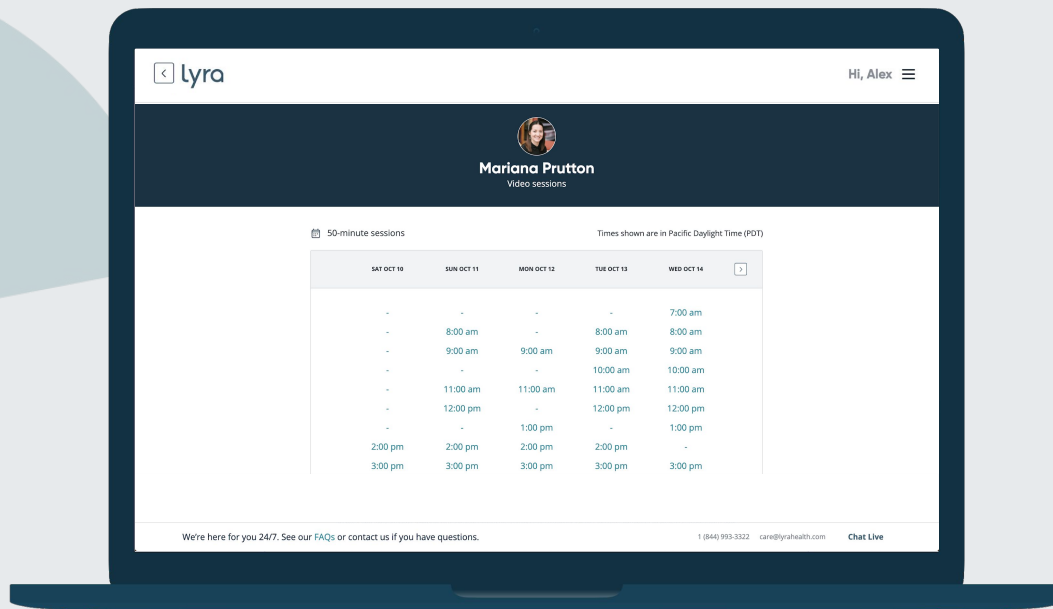
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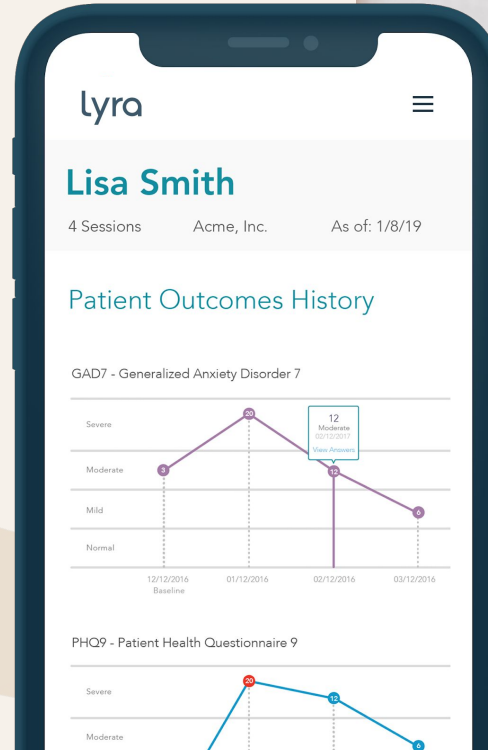
3. Lyra recommends the right type of care based on each individual's needs



4. Member directly schedules a convenient in-person or live-video appointment



5. Member completes a clinically appropriate number of sessions with an evidence based provider and gets sustainably better



Self-Care

Prioritizing self care

- Be mindful of screen time
- Connect with loved ones
- Keep a regular sleep schedule
- Eat well
- Exercise regularly
- Help others
- Ask for help
- Take breaks
- Limit substances
- Practice gratitude
- Be kind to yourself
- Let your values, rather than your emotions, guide your actions

Develop a values-based self care plan

- Reflect on your top 3 values
(i.e. what gives your life a sense of meaning and purpose)
- Identify a specific, enjoyable activity that you can engage in daily to align your actions with your values
- Share your intentions with others to increase your likelihood of follow-through
- Remember: We balance our values over time, not every day.



CONTACT INFO

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