

Manager Consultations

Support for managers,
and their people

Lyra offers Management Consultations with clinical specialists to support HR business partners or managers dealing with concerns related to employee mental health. Consultation support is available via Lyra's 24/7 Care Team phone line (included below) and can be used to obtain guidance on concerns such as employees exhibiting signs of distress or critical incidents that impact employees' emotional wellbeing.

To initiate consultation, please call our Care Team and let the Customer Support Specialist know you're requesting a manager consult and the reasons for your request. Please also indicate whether the consultation request is more urgent.

- For more urgent requests, a clinical specialist will contact you within 30 minutes
- For non-urgent requests, a clinical specialist will respond within 1-business day

Please note:

1. Lyra is not able to provide urgent or emergent services for members. If you believe an employee is at imminent risk of harming self or others, do not call Lyra; call 911 or your security team, consistent with your company's protocol.
2. Lyra cannot proactively contact an employee of concern. However, we can consult with you on how to encourage an employee of concern to contact Lyra for in-the-moment support and connection to care.



Examples of Management Consultations:

- Our mental health coaches help you pinpoint what you're dealing with and can support a range of challenges including:
- Employee has been absent from work and showing signs of distress
- Employee passed away and manager needs guidance on how to share with team
- Employee expressed suicidality or mental health concerns to manager
- Employee returning to work after being out for a mental condition
- Coaching on how to discuss help-seeking and the Lyra benefit with an employee
- Employee consistently shows up to work intoxicated

Lyra Health is available to support you. Reach out to our care team today:

(877) 266-3209 | care@lyrahealth.com | mercury.lyrahealth.com