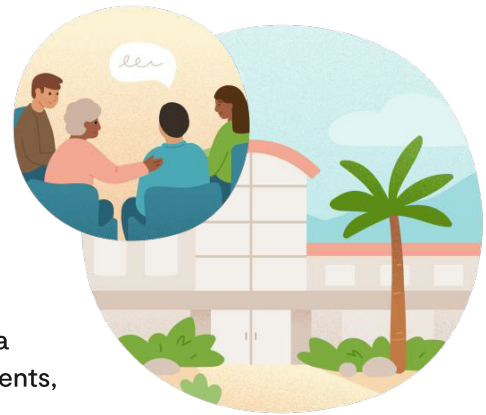


OVERVIEW

Lyra Complex Care

What is Lyra Complex Care?

Lyra Complex Care solves the problems of navigation, quality, and coordination for individuals with severe mental health or substance use disorders. Lyra helps members and their families understand their treatment options, navigate to high-quality in-network programs and facilities, and coordinate care end-to-end until they recover. While Lyra Complex Care is an option and available at no cost to you, any treatment you receive will be outside of Lyra and subject to your health plan benefits and coverage requirements, including any prior authorization requirements.



How can Lyra Complex Care help members and families?

Lyra Complex Care can help you understand your options for specialized programs or higher levels of care. This might include connection to a program or facility where you can receive more intensive treatment than what is available in outpatient therapy, coaching, or medication management alone. Treatment options may include virtually from home, in person, or in a residential setting where an individual stays 24/7.

Lyra Complex Care can support individuals with a variety of needs including:



Symptoms or behavioral health needs that don't seem to be getting better with outpatient therapy or medication management alone



Current (or previous) admission to an inpatient hospital, residential program, or detox program



Recent crises or chronic thoughts of suicide or self-harm



General support to navigate and identify resources to help members achieve long-term recovery



Severe or chronic diagnoses like ongoing depression and anxiety, substance use, bipolar disorder, psychotic disorders, eating disorders, PTSD and trauma, or personality disorders

What is Complex Care Navigation?

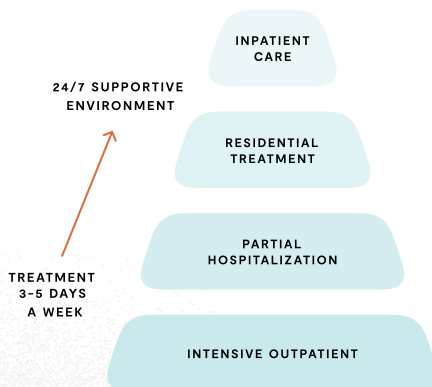
Complex Care Navigation provides optional personalized, high-touch support for members and their families.

The **Complex Care Specialist** is the dedicated point of contact who assesses the member's treatment history, current needs, preferences, and goals for treatment. Our specialists:

- Facilitate an intake admission at a Lyra Facility Partner or another in-network treatment option and stay in touch with the member and family throughout treatment to coordinate discharge and step-down care, if desired.
- Educate members and their families on what to expect before, during, and after treatment.
- Work quickly to research and contact programs and facilities on the member's behalf to provide the best treatment options that are available, and will meet the member's needs.
- Proactively recommend appropriate step-down care, based on their assessment and member preferences.



Who are Lyra Facility Partners?



Our Complex Care Specialists refer members to a wide variety of programs and facilities including **hundreds of locations with Lyra Facility Partners** in all 50 states virtually and in-person. Lyra Facility Partners include best-in-class behavioral health providers for intensive outpatient, partial hospitalization programs, residential treatment centers, detox, and inpatient hospitals. We've extensively vetted these organizations for clinical quality, culturally responsive care, evidence-based treatment, and successful outcomes.

Email or call our Care Navigator team:
care@lyrahealth.com | (844) 903-3658

