Lyra

ARISTOCRAT

SUPPORT FOR MANAGERS

Manager Consultations

Lyra offers manager 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 Navigator Team phone line and can be used to obtain guidance on concerns such as employees exhibiting signs of distress or critical incidents that impact employees' emotional well-being.

To initiate a consultation, please call Lyra's Care Navigator Team. Let the Care Navigator know you're requesting a manager consult, the reasons for your request, and whether the consultation request is urgent. For urgent requests, a clinical specialist will contact you within one hour. For non-urgent requests, a clinical specialist will respond within one business day.

Examples of management consultations:

Support for HR business partners or managers dealing with concerns related to employee mental health, such as:

- 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 behavioral health condition
- Coaching on how to discuss help-seeking and the Lyra benefit with an employee
- Employee shows up to work intoxicated

Reach out to our Care Navigator Team today at care@lyrahealth.com
https://aristocrat.lyrahealth.com | (877) 248-1047

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. 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.