



# NATIONAL ELEVATOR INDUSTRY HEALTH BENEFIT PLAN



19 CAMPUS BLVD., SUITE 200, NEWTOWN SQUARE, PA 19073-3288

June 2022

Dear NEI Health Benefit Plan Participant,

Mental health struggles are more common than you might think, with two in five people coping with a mental health issue. **Yet, despite how common mental health conditions are, many people find it hard to seek treatment.**

**The National Elevator Industry Health Benefit Plan wants to change that. That's why we are investing in a whole new, enhanced Member Assistance Program (MAP) through Lyra.** Lyra offers convenient resources to help you, whether you're exploring ways to improve your resilience, worried about someone you care for, facing depression, dealing with substance use issues, or struggling with everyday obligations.

On **July 1, 2022**, Lyra will replace Beacon Health as the Plan's MAP administrator.

#### Other improvements effective July 1 include:

- **Personalized guidance by licensed professionals** on evidence-based treatment for stress, anxiety, depression, and other mental health issues encountered by our member families.
- **More free counseling sessions** for you and your eligible family members. You'll be eligible for up to 16 sessions per year in 2022. Starting in 2023, you and your covered family members will have coverage for up to 16 sessions (up from eight per episode) per calendar year, per person under the new Lyra MAP.
- **We will move to the Blue Cross Blue Shield BlueCard PPO provider network for the care and treatment of mental health and substance use disorders**—giving you and your family greater access to care and treatment for inpatient and outpatient mental health and substance use disorders.
- **The Benefits Office will administer mental health and substance use disorder claims**, bringing the same care and dedication that they already provide for other benefit claims.
- **Kepro will provide precertification and robust care management** for serious behavioral health conditions (Kepro currently provides these services for medical conditions).

### We heard you!

The member survey and focus groups we held last year revealed that many of our participants were dissatisfied with Beacon Health's network and level of service. Our members' health (mental and physical) is our top priority, and we want to make sure we're giving all members access to the best care we can offer. We hope you find our new mental health benefits a worthwhile improvement!

Keep the enclosed booklet handy as your go-to reference for mental health and substance use disorder benefits. If you need additional information, please **visit our website at [neibenefits.org](http://neibenefits.org)**. And look for more information to come to your home from our new MAP vendor, Lyra.

Sincerely,

The Board of Trustees  
NEI Health Benefit Plan