
THINGS ARE LOOKING UP!

A guide to your mental health benefits as a participant
in the National Elevator Industry Health Benefit Plan



Things Are Looking Up!

Introducing our new mental health benefits

Whether you're dealing with a mental health issue that's big or small, we have the resources in place to help you get through it.

Here's what's changing

Access the Member Assistance Program (MAP) with Lyra

We're excited to introduce a new and improved Member Assistance Program (MAP) beginning July 1, 2022, through Lyra. The MAP with Lyra offers confidential support 24/7 at **no cost to you and your family members** to guide you through life's difficult moments and to care for your mental well-being.

See the next page for highlights of the resources available through Lyra.



The Benefits Office will replace Beacon Health as the claims administrator for mental health and substance use claims, bringing the same professionalism they exhibit in handling claims for medical, dental, and vision.



Blue Cross Blue Shield BlueCard PPO Network will replace Beacon Health's PPO Network for mental health and substance use treatment. See the box on page 8 for more about the Blue Cross Blue Shield BlueCard PPO Network.



And, for members with urgent or ongoing behavioral health issues, Kepro will replace Beacon Health for precertification of inpatient mental health and substance use benefits. Kepro is a proven partner for the Health Benefit Plan because they currently provide precertification and case management for medical coverage. See more about Kepro's services on page 9.



You can still count on the Health Benefit Plan's trusted resource, Board Certified Nurse Advocate Patricia Nelson as a sounding board for your health care concerns.



It's the MAP—Only Better

How the MAP is better with Lyra



Lyra is available by phone or online 24/7. Just call 877-330-6735 when you need assistance.



Even if you're not sure what support you need or where to begin, Lyra listens. Then they can help you figure out next steps and guide you toward the right resources.



All eligible NEI Health Benefit Plan active members, covered retirees, eligible dependents ages 2 and older, and individuals covered under COBRA have access to 16 counseling sessions (up from eight sessions per episode) per calendar year, per person at no cost to you.



The MAP will continue to offer a range of services to help you manage your day-to-day life, like legal services and financial consultation, plus a whole lot more. See page 5 for an overview.



Lyra gives you access to a wide range of support tools to help you get the help you need **on your terms**. Chat with a professional by text or video call. Meet in person. Or help yourself with the Lyra app and online tools.



Your privacy and confidentiality are always protected. You'll never receive a bill or a statement for services you receive through the MAP—the sessions are covered at no cost.

Activate your MAP access



Beginning July 1, 2022, visit neibenefits.lyrahealth.com to activate your MAP benefits so you can use the Lyra portal and access Lyra's online tools and resources. (Look for a mailing from Lyra in June with information on how to set up your Lyra account.)

I feel fine. Is the MAP for me?



Absolutely! Part of caring for your overall health is protecting your mental health. Lyra offers preventive care tools and plenty of resources to help with daily tasks and obstacles. You don't need to be struggling with serious issues to take full advantage of the MAP.

What happens when you contact Lyra?

1

Visit neibenefits.lyrahealth.com and activate your MAP account.

2

Complete a brief assessment online (it should only take a few minutes).

3

You'll get a care plan recommendation with steps to guide you toward the right support available through the MAP for assistance with mental health issues, stress management, work-life balance, financial and legal matters, and more.



You can also call the care team at 877-330-6735 to start the conversation immediately.

Care on your terms



Whether you like the idea of an app-based coach on your phone, self-guided resources you do at your own pace or want to meet with a provider face-to-face or through your phone, tablet or computer, Lyra offers many ways to care for your mental health so you can feel better sooner. Taking advantage of MAP benefits through Lyra never prevents you from seeking additional benefits through the Health Benefit Plan.

More Lyra advantages

- Scheduling is not an issue.** Lyra offers a large network of therapists who are accepting new patients—including children. If you're seeking someone to talk to, you'll get matched with recommended providers to address your personal needs. Once you choose your provider, you can schedule an appointment with them online in real time—reducing the time it takes to get started with treatment.
- Assessments are a specialty.** Lyra has psychologists and psychiatrists on staff to assess patient needs. Their pros are particularly adept at assessing children and patients needing substance use care, then making appropriate referrals to coaching, therapy, or higher levels of care available through the Health Benefit Plan.
- Seamless integration with the Health Benefit Plan.** Your MAP benefits provide up to 16 counseling sessions. If you need more than the 16 counseling sessions provided through the MAP, additional counseling sessions are covered through the Health Benefit Plan and billed as outpatient services at no cost to you when you use an in-network provider. In most cases, you can continue treatment with your Lyra provider, and services will be covered as if provided in-network. You won't have to worry about copays or filing claims.
- Proven support that works.** Lyra supports methods that have been proven by research to be effective. These methods include building new skills and can include daily or weekly activities and exercises to practice these skills in your everyday life. It's the regular practice that makes the skills stick and accelerates your progress in care.

More from Lyra!



Help with financial planning

Talk over financial matters with a pro. You're eligible for a free 30-minute consultation with a financial counselor and a free 30-minute consultation with a CPA.



Parenting, pet, and elder care resources

Get help finding the right referrals or resources to care for your loved one.



Legal assistance

Legal services include a free 30-minute consultation with an attorney or mediator and access to 24-hour emergency support.



Identity theft and fraud protection

If it happens to you, call Lyra! Your benefits include a free 60-minute consultation with a fraud resolution specialist and a free ID emergency response kit.

Please remember, when using Lyra, your privacy will always be protected.




Lyra

Your Plan Provides Mental Health Support When You Need It

Issues with behavioral health can range from stress, anxiety, and mild depression to substance use and hopelessness. No matter what you're coping with, you can find the help you need through the Health Benefit Plan's mental health and substance use disorder benefits and the MAP can assist. Here's a handy where-to-go reference:

Mildly stressed



I want to improve my day-to-day mental health.


Start here ↓

Create a profile at neibenefits.lyrahealth.com to get started.

Explore these additional resources ↓

Online resources Visit Lyra Essentials for a library of research-based resources to help you feel your best.	Guided self-care You'll get a personalized care plan that allows you to practice new strategies at your own pace.
Meditation Lyra has partnered with Healthy Minds , an app designed to bring additional meditation content focused on awareness, connection, insight, and purpose.	Coaching Get motivated with a coach who can help you get to the root of your challenges and gain new insights.

Struggling



I'm struggling.

I notice my spouse is struggling.

I see my child struggling.

Start here ↓

You can call **Lyra** at 877-330-6735 or visit neibenefits.lyrahealth.com for an assessment of your situation and to help determine the right path for you.

Explore these additional resources ↓

Therapy Work with Lyra's therapists for up to 16 free, confidential counseling sessions per year for you and/or your covered family members. You can also seek therapy from a Blue Cross Blue Shield BlueCard PPO provider directly through the Health Benefit Plan.	Reduce or stop drinking Lyra Renew uses virtual therapy, group sessions, ongoing symptom assessments, and peer recovery support specialists to help members reduce or quit alcohol use.
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In treatment



We've gotten some help. Now what?

Start here ↓

Call Kepro at 800-634-4832 to get a case manager who can assess your needs and keep track of your treatment and options.

Explore these additional resources ↓

Concierge care

Lyra's white-glove service includes supporting you through the health care maze to ensure you're getting the right care from the right provider.

Care Navigation

Leave the red-tape cutting to Kepro. Make sure you're with the right provider and your treatment plan is coordinated properly throughout your journey to wellness.

Medication management

Consult with a Lyra pro about managing your medicine or determining the best fit for you to put you on the path to feeling better.

Voluntary Case Management (Kepro)

Get extra help and support with your own case manager, who can assess your needs holistically.

NEI Health Benefit Plan Certified Nurse Advocate!

Call Patricia Nelson, RN, BA, BCPA, to help you work within your coverage and point you in the right direction. Her office number is 610-325-9100, ext. 2603, or you can fax her at 610-557-4631 or send an email to pnelson@neibenefits.org.

In crisis



I'm in crisis!

My family member is in crisis!

Help!

Start here ↓

If you or someone you know is in crisis and needs immediate help, **tell someone who can help right away:**

- Call your doctor's office.
- Call 911 or 988 for emergency services.
- Go to the nearest hospital emergency room.

Call the toll-free, 24-hour hotline of the National Suicide Prevention Lifeline at 800-273-TALK (8255) to be connected to a trained counselor at a suicide crisis center near you.

A secondary option ↓

You can always contact Lyra at 877-330-6735 to help you figure out next steps for your particular mental health situation.

Lyra offers 24/7 support for suicidality with real-time crisis support and individual dialectical behavior therapy (DBT).



Need help beyond what the MAP can provide?

If you or your family member is experiencing acute mental health or substance use issues, Lyra can connect you to services through the Health Benefit Plan’s mental health and substance use disorder benefits. You may also be assigned a case manager with Kepro (see page 9), a vendor partner we work with to coordinate care for our participants.

Lyra therapists can provide clinically appropriate therapy beyond the MAP benefit, which would be covered in-network through the Health Benefit Plan. Lyra experts are experienced in guiding members to best-fit providers and treatment centers, connecting you to inpatient and outpatient services through the BCBS provider network. See the box below for details.

Contact Lyra at 877-330-6735. Counselors are available 24 hours a day, seven days a week to make sure you get the support you need.

Remember—you’re not required to call Lyra to schedule therapy sessions, manage your care or answer your questions. The Health Benefit Plan’s mental health and substance use disorder benefits are available to you at any time for both inpatient and outpatient services. And the Plan’s Nurse Advocate, Patricia Nelson, can answer your questions and point you in the right direction for your care.

Expanded network

Blue Cross Blue Shield BlueCard PPO Network for mental health and substance use care

Beginning July 1, 2022, Blue Cross Blue Shield will administer the provider network for mental health and substance use benefits through your Health Benefit Plan, replacing Beacon Health.



The Blue Cross Blue Shield BlueCard PPO Network is one of the largest national networks in the country—significantly improving your access to quality care, including Blue Distinction Centers (centers of excellence) for mental health and substance use treatment. Most Beacon Health providers are also part of the Blue Cross Blue Shield BlueCard PPO Network, so most members will not have to change providers.

And you can take advantage of Blue Cross Blue Shield BlueCard PPO Network’s online doctor visits through MDLIVE.

Learn more about substance use disorders

Visit bcbs.com/surc for the Substance Use Resource Center, a national resource designed to support people seeking substance use treatment and recovery services.



Meet Kepro

Kepro can assist you in your health care journey by offering a variety of services to meet your unique needs at any point in time:

- **Care Navigators** can answer questions about substance use treatment and can help find an in-network provider who is qualified to provide the services you need. Dedicated Kepro Care Navigators make sure you are getting the most from your coverage and can coordinate care with Lyra to ensure a seamless transition from the MAP program therapy.
- **Prior Authorization** (or precertification) is required for all inpatient mental health or substance use admissions to ensure that the care you receive is consistent with quality-of-care standards and is delivered by an in-network provider.
- **Case Management** is a holistic approach that supports you if you have medical and/or behavioral health conditions or needs. You'll be assigned a Clinical Case Manager when a health care need that requires intervention is identified. Your Case Manager works with your providers to coordinate care and provide education on health conditions, medications, and/or treatment plans.

Who is Kepro and why are they calling me?

Kepro handles the plan's care navigation, case management, and prior authorization. If your mental health claims or prior authorization requests indicate that you may benefit from one of Kepro's programs, a Kepro representative may call you to get the ball rolling.

Don't hang up!

Kepro is the Health Benefit Plan's vendor partner responsible for making sure participants get the best possible care our coverage can provide. If you hear from Kepro, find out how they can help you through the process so that you can focus on getting better!

When should I contact Kepro?

If you are trying to get mental health or substance use care and need help finding an in-network provider in your area, speak to a Kepro Care Navigator by calling 800-634-4832 from 8 a.m. to 8 p.m. ET, Monday through Friday.

Certain kinds of care and treatment require prior authorization before the Health Benefit Plan will pay benefits. If you or a family member is going to be admitted to the hospital or alternative facility for mental health or substance use treatment, call Kepro at 800-634-4832 to precertify your stay. Kepro evaluates all behavioral health and substance use inpatient admissions to determine whether they meet the certification requirements to be covered by the Health Benefit Plan.

Kepro's precertification phone number is 800-634-4832. If you or a family member is admitted to a treatment facility or hospital, let your provider know that the Kepro precertification information is on your Blue Cross Blue Shield BlueCard PPO medical ID card. They can work with Kepro to make sure your inpatient treatment is certified.





Frequently Asked Questions

Will I still be able to call the Health Benefit Plan's Nurse Advocate with questions?

Yes, of course! We encourage you to use our own trusted resource, Board Certified Patient Advocate Patricia Nelson, RN, BA, BCPA. Patricia works in conjunction with Lyra experts. She can help you with questions to ask your doctor or providers and steer you toward other resources for help. Lyra has experts on call to help navigate your care.

You can reach Patricia by:

Phone: 610-325-9100, ext. 2603,

Fax: 610-557-4631,

Email: pnelson@neibenefits.org

Does the MAP provide family counseling?

Yes. You can get family counseling through Lyra—up to 16 sessions annually. You can decide on your own terms whether to get counseling and can choose the best way to connect with your therapist. The advantage of the MAP is that counseling is free and doesn't have to be medically necessary treatment.

Will I be able to get services through MAP for my child?

Lyra's network of therapists offers providers who specialize in helping young people, and there are many who are accepting new patients.

Is my teen able to use the MAP on their own? They're concerned about privacy.

Generally, your teen is able to register and seek care if they are 18 or older. However Lyra services may be available to minors as young as 15 without consent in certain states. If your child does not meet the age requirements for your state, you would seek care on their behalf within the Lyra platform.

What if my family member is an inpatient on July 1 when the network changes take place?

Rest assured your Health Benefit Plan care and benefits will not be disrupted as the Blue Cross Blue Shield BlueCard PPO Network takes over from Beacon Health. You should alert your Beacon Health provider that they should submit mental health or substance use claims to their local Blue Cross Blue Shield plan for all services commencing on or after July 1, 2022. Providers will need to obtain authorization for inpatient stays with Kepro beginning July 1, 2022. Any inpatient confinement that started prior to and continuing on or after July 1, 2022 will continue to be administered by Beacon Health until the patient is discharged from the inpatient facility.

I'd like to use the MAP, but I'm worried about privacy and that information about my visits will be mailed home.

The information you share with Lyra and your provider is confidential. Lyra doesn't share information that identifies which individuals are in care unless you ask them to share this information. Please view Lyra's privacy policy and HIPAA notice for more details about the types of information they collect and/or share.

In addition, because the Health Benefit Plan covers your access to the MAP at no cost to you, there are no billing statements mailed to the home or copays required. Therapy other than the 16 sessions per year through the MAP would be provided through the Health Benefit Plan and may generate billing statements.

Does the person receiving treatment have to precertify it with Kepro, or does Lyra handle that?

Lyra administers the Health Benefit Plan's MAP. The MAP provides benefits (up to 16 therapy sessions annually, for example), that are in addition to the benefits the Health Benefit Plan otherwise provides. Generally, the person or a family member of the person receiving treatment should make sure that their provider calls the Kepro precertification phone number listed on the back of the medical ID card, for verification of benefits and medical necessity, before services begin. The Kepro precertification number for mental health and substance use treatment will be on the new ID cards that members will receive prior to July 1, 2022.

Will I receive a new member ID card?

Yes. Because the administrators for mental health benefits are changing, you can expect a new medical ID card to arrive in the mail prior to July 1.

I'm in treatment. Should I use Kepro's or Lyra's care navigation?

It's your choice. Both offer services to help you navigate the mental health care maze. Lyra is available 24/7; Kepro is available from 8 a.m. to 8 p.m. ET, Monday through Friday.

I'm currently seeing a provider through Beacon Health. What do I do?

There won't be much disruption for most of our participants. Starting on July 1, 2022, you'll have the costs of your sessions covered, 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 per calendar year, per person.

You can get started at neibenefits.lyrahealth.com, or, if you have questions, contact Lyra's care team at care@lyrahealth.com or 877-330-6735. For any inpatient admissions, please have your provider or facility contact Kepro for prior authorization at 800-634-4832.

Do I have to contact Lyra when I'm seeking services?

No! While Lyra is the new and enhanced MAP provider, you are always welcome to explore the Health Benefit Plan's mental health and substance use disorder benefits for treatment. Don't forget that Patricia Nelson is a Nurse Advocate for the Health Benefit Plan who can help coordinate your care and work with you to ensure you're getting the most from your coverage.

This document provides an overview of the National Elevator Industry Health Benefit Plan's mental health benefits. If there is any discrepancy between the information contained here and within the actual plan document, the plan document will govern in all cases.

Resources

Lyra

Mental well-being and
Member Assistance Program

877-330-6735

24/7/365

care@lyrahealth.com

neibenefits.lyrahealth.com

Kepro

Precertification before the
Health Benefit Plan will
pay benefits for inpatient
mental health care and
substance use treatment

800-634-4832

8 a.m. to 8 p.m.,

Monday through Friday

BCBS

Provider network for
the Health Benefit
Plan's mental health
and substance use
treatment benefits

800-810-2583

BCBS.com

NEI Nurse Advocate

Patricia Nelson at the
Health Benefit Plan to
help coordinate your care
and answer your questions

610-325-9100, ext. 2603

610-557-4631 (fax)

pnelson@neibenefits.org

NEI Health Benefit Plan

800-252-4611

neibenefits.org



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