

# 2023 Mental Health Resources Guide

**Support How, Where and  
When You Need It**

At Brown & Brown, the mental health and well-being of our teammates and their families always comes first. From the top-down, Powell, President & CEO, has always encouraged health, family, business—in that order.

As a testament to our health-first culture, we have a number of mental health tools and resources available for teammates and their eligible family members. From access to licensed coaches and therapists, to guided meditations, how-to videos with mindfulness exercises and more—all offer support when and where you need it. You can find help with:

- Stress
- Anxiety
- Depression
- Relationships
- Marriage and family
- Sleep
- Healthy living
- Substance use
- Eating disorders
- Grief and loss
- Trauma
- Addiction

If you are looking for support, you are not alone. Millions of people seek mental health services every year. This **Mental Health Resources Guide** is designed to help teammates and their eligible family members quickly discover the support that best meets their needs.

### **Brown & Brown MyBenefitsApp**

Find all your benefits, ID cards, apps and phone numbers through the [Brown & Brown MyBenefitsApp](#). Click the [Mental Health & Well-Being](#) icon for additional resources and tools to care for yourself and your family.

Focus your iPhone or Android camera on the QR code to access Brown & Brown's **MyBenefitsApp**. Then, save the app to your phone by following [these directions](#).



## **A Few Words About Confidentiality**

Brown & Brown is committed to maintaining the privacy and confidentiality of teammates and their family members. The administrators of the mental health benefits described in this Guide do not share any information that identifies individuals, unless a teammate specifically requests that information be shared.

## 988 Suicide & Crisis Lifeline

The 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) provides **free and confidential** emotional support to people in suicidal crisis or emotional distress, 24 hours a day, 7 days a week, across the United States. The Lifeline has received over 20 million calls from people in distress looking for support when they needed it most.

The Lifeline is made up of a national network of over 200 local crisis centers, offering a combination of local care and resources with national standards and best practices. Each call is routed to the Lifeline center closest to your area code that can provide you with local resources.

If you or someone you know is in crisis, **call or text 988.**

### Special Services Available

- **For Deaf + Hard of Hearing.** TTY Users can use your preferred relay service or dial 711 then 988.
- **For help in Spanish.** 988 Lifeline voice, text and chat options are offered in Spanish. To call a Spanish-speaking crisis counselor, dial 988 and then press 2. To text with a Spanish-speaking crisis counselor, text AYUDA to 988.
- **LGBTQIA+ people under 25.** You can access 24/7 LGBTQIA+ support on both 988 Crisis Chat or Text. You'll be asked if you want to opt in to this support before you're connected to a crisis counselor.
- **Veterans and active service members.** You can reach the Veterans Crisis Line 24/7 by texting 838255 or calling 988 and pressing 1.

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### Call 911 for an Emergency

For immediate assistance from the police, fire department or ambulance services, always call 911.

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For every one person who dies by suicide annually, 316 people seriously consider suicide, but do not kill themselves.\*

If someone you know is struggling emotionally or having a hard time, **you can be the difference** in getting them the help they need. It's important to **take care of yourself** when you are supporting someone through a difficult time, as this may stir up difficult emotions. If it does, please reach out for support yourself.

\* The National Action Alliance for Suicide Prevention

# Lyra Coaching, Therapy and Work Life Services—a Better Path to Care

Lyra offers confidential care for your emotional and mental health, how, when and where you need it. Whether you're feeling stressed, anxious or depressed—or are concerned for someone in your family who could benefit from Lyra's services—you will be able to find support. Lyra members waste less time looking for care and spend more time feeling better.

Completely confidential services and support include:

- **Up to eight free coaching or therapy sessions per person each year.\*** You and each of your eligible family members have up to eight (8) free coaching or therapy sessions per person each year. Coaching is often most helpful for members who need support getting challenges like stress, burnout, anxiety and relationship issues under control so the feelings don't get worse. Your Lyra coach will work with you to identify challenges, get to the root of the issue, listen and help you learn new strategies to feel better and stay on track. Therapy is often most helpful for members dealing with clinical diagnoses or more complex or long-standing mental health challenges, such as PTSD, depression or eating disorders.
- **Access to Lyra's expansive network of 8,800+ diverse providers.** Therapists are available across a multitude of provider categories (including gender, ethnicity, language and sexual orientation) and specialty areas (including divorce, veteran support and grief)—so you can find a provider more closely aligned to your unique needs.
- **Self-help resources available on demand.** With everything from guided meditations, how-to videos and mindfulness exercises through Lyra's app or on the web, you can choose the type of support that best fits your needs at any time.
- **Access to coaches based on your preferences.** We understand that different people have different levels of comfort with their care, as well as with technology—so you and each of your eligible family members can choose how you prefer to get that support in the way that feels best. Whether that's via live messaging through a mobile device or computer with real-time responses, phone, video or “face-to-face.”
- **Support beyond mental health.** In addition to mental health support, Lyra offers free consultations for legal, financial and identity theft services, and referrals for child, elder and pet care services.

\* U.S.-based teammates and their eligible dependents enrolled in one of our Brown & Brown UnitedHealthcare (UHC) Choice Plus medical plans can continue care beyond the eight free sessions with a Lyra network provider and access medication management/psychiatry. Additional sessions are billed through the medical plan and are subject to network cost-sharing, as defined in the Summary Plan Description.



# Lyra

**Lyra offers a better path to care.  
You choose what you need:**

## LYRA GUIDED SELF-CARE

Get started quickly. Your Lyra coach will craft a personalized care plan after an initial consultation and empower you to take the lead on practicing new exercises and strategies at your own pace.

Your coach will keep you on track, provide you with specific feedback along the way and be available via messaging for questions and support.



## LYRA COACHING

Meet with a Lyra coach to get to the root of your challenges, gain new insights and see things through a new lens.

Between sessions you'll get activities and strategies to build on what you learn and can message your coach if anything comes up. As new challenges arise, you can discuss them with your coach and come up with strategies for lasting change.



## LYRA THERAPY

Connect with a Lyra therapist who will diagnose your condition and identify thoughts, behaviors and strong emotions that can lead to severe depression, eating disorders or PTSD.

Each week, your therapist will introduce new skills with exercises and lessons, so you can build tools to find lasting change and feel more like yourself again.

## Who Is Eligible for Lyra?

Lyra-sponsored benefits (including access to eight coaching or therapy sessions per person per year, at no cost) are available to active, U.S.-based Brown & Brown teammates and COBRA continuants, and their eligible family members, as described in the Lyra Coaching, Therapy and Work Life Services summary plan description (SPD). Eligible family members include legal spouses and children up to age 26. Children include biological children, step-children, eligible foster children and children for whom the teammate is the legal guardian. Totally disabled children over the age of 26 who are eligible for medical benefits can also be covered by this plan. Interns, seasonal temporary employees, leased employees, non-resident alien employees, independent contractors and consultants are not eligible.

Teammates and their eligible family members, including COBRA continuants, who are enrolled in a Brown & Brown UnitedHealthcare (UHC) medical plan, can continue care beyond the eight free sessions with a Lyra network provider and access medication management/psychiatry. These sessions are billed through the Brown & Brown UHC medical plan and are subject to network cost-sharing, as defined in the summary plan description (SPD).

## In the Moment Support

We know there are times when you or a family member might need to speak with someone right away—even when it is not an emergency, sometimes it is better to get help more quickly. That is why Lyra offers an “In the Moment Support” option in addition to free coaching and therapy sessions. When you or a family member calls Lyra, a member of their Care Navigator Team can help you decide if “In the Moment Support” is the best option for more immediate help.

## How Do I Get Started Using Lyra?

Find confidential care in three easy steps:

1. **Create an account** at [bbins.lyrahealth.com](https://bbins.lyrahealth.com) using a personal email address.
2. **Take the care assessment** to get matched with high-quality providers who have diverse backgrounds and identities. Lyra’s providers are custom matched to you and have appointments available right away.
3. **Meet with your provider** virtually or in person to get started on your journey.

It usually takes around 10 minutes to complete Lyra’s online assessment and get connected to a therapist, coach or self-guided program for your needs. To access Lyra Learn, an eLearning platform with on-demand courses and live monthly workshops taught by Lyra mental health professionals, visit [learn.lyrahealth.com](https://learn.lyrahealth.com) and click on Register. Enter your work email address and Customer Code: #bbins.com.

## How Do I Get in Touch With Lyra?

If you or your eligible family members have any questions about Lyra, visit [bbins.lyrahealth.com](https://bbins.lyrahealth.com) or call the Care Navigator Team (“CNT”) at **(877) 253-2606** 24 hours a day, 7 days a week, 365 days a year. You can also email the CNT at [care@lyrahealth.com](mailto:care@lyrahealth.com).

## Enrolled in a Brown & Brown UnitedHealthcare (UHC) Choice Plus Medical Plan?

You will be able to see the same Lyra provider through UHC once your free sessions are completed. Cost-sharing will apply based on your plan. If you are not covered by a UHC Choice Plus medical plan, the Care Navigator Team (CNT) at Lyra may further assist with finding continued care.



## Enhanced Advocacy Services Through UnitedHealthcare (UHC)

We know health care can be complicated—and it is not always easy to figure out what services are covered, which resources can best meet your needs and where you can get answers to your questions. **If you have medical coverage through a Brown & Brown sponsored UHC Choice Plus medical plan** and have questions about your mental health treatment options beyond the free services available through Lyra Coaching, Therapy and Work Life Services, contact the Brown & Brown Health Concierge.

Your dedicated Health Concierge can guide you if you need support with:

- Continuing treatment beyond your eight free therapy sessions
- Exploring options for intensive outpatient treatment
- Participating in a Partial Hospitalization Program
- Understanding your Inpatient or Residential Treatment Facility options

You can reach the Brown & Brown Health Concierge by phone at 1-844-298-8929, message through [myuhc.com](https://myuhc.com) or chat through the UHC mobile app. The phone number is also listed on the back of your ID card.

