

Lyra – Provider FAQ (Canada)

Lyra Health offers a wide network of therapists for employees and their families. If you or a family member is engaged in therapy through Modern Health or another network, your therapist may already be in-network with Lyra Health.

What you can do: Ask your therapist if they are in-network with Lyra Health or FSEAP (Lyra's provider network for Canada).

If your therapist confirms they are in-network with Lyra Health/FSEAP:

- Advise your therapist that your Modern Health benefits will end on December 31, 2022, and your Lyra benefits will begin on January 1, 2023
- To transition billing to Lyra, your therapist will need to begin billing the care sessions through FSEAP

If your provider confirms they are not in-network with Lyra Health/FSEAP:

- Your therapist may apply for acceptance into the Lyra Health/FSEAP network by requesting an application form from Lyra's Global team at internationaleap@icasworld.com
- The application process can take 4 – 12 weeks, although therapists seeing Marvell employees and family members will be given priority
- Please note that not all therapists applying for coverage within Lyra Health's network will be accepted. See below for more details on qualifications for consideration into Lyra Health's network

Lyra Health works with the best behavioral health care providers, where providers must:

- Be a licensed Clinical or Counselling Psychologist or equivalent
- Be a licensed Counsellor/Psychotherapist or equivalent
- Be licensed in-country to provide counseling, such as a Social Worker
- Have fluency in required local languages
- Have a minimum of 5 years working experience counselling a range of presenting issues
- Have consulting rooms which are set aside for that purpose, and which are easily accessible, private and appointed to standards consistent with business requirements
- Be employed or self-employed with a capacity to take on private clients
- Belong to a professional association/society appropriate to their training and background and recognized in their country, or if no formal recognition is available within the country, in another country
- Have an agreed formal arrangement for counselling supervision and professional support
- Have a satisfactory professional reference from their supervisor or an experienced practitioner familiar with their clinical work

- Be personally insured to cover their counselling work through Public liability including treatment risk and professional indemnity

For additional questions your therapist can contact Lyra at care@lyrahealth.com or visit marvell.lyrahealth.com to retrieve the in-country specific phone number.