

Lyra Health — FAQ

Your new enhanced Faculty/Employee Assistance Program.

Everyone deserves access to affordable, high-quality mental health care. That's why Dartmouth has partnered with Lyra Health as your Faculty/Employee Assistance Program to provide comprehensive, confidential mental health support for you and your family — at no cost to you. Below are answers to some of the most common questions about Lyra.

What is Lyra?

As of September 1, 2026, Lyra Health is Dartmouth's new enhanced Faculty/Employee Assistance Program (F/EAP) benefit, designed to help you and your family feel better and stay better. Lyra provides confidential access to mental health coaching, therapy, self-care resources, and additional work-life services, all at no cost to you.

Care is available via text, phone, virtual, or in-person sessions, so Lyra meets you where you are. Providers typically have availability in less than three days.

[Learn more by watching this quick video.](#)

Who is eligible for Lyra?

Every Dartmouth employee* and each of your household members can get the mental health care you need, at no cost. You do not need to be enrolled in a Dartmouth health plan to access Lyra benefits.

**You must be an active employee who is paid by Dartmouth College.*

How do I create my Lyra account?

1. Visit dartmouth.lyrahealth.com or download the Lyra Health mobile app to create your account. It takes less than five minutes.
2. Take a brief digital assessment so Lyra can match you with the right level of care for your needs.
3. Choose a provider who fits your preferences and book your first appointment, in-person or virtually, and explore all the other tools and resources Lyra has to offer.

How does my family member create a Lyra account?

1. Family members (over the age of 13) will be able to register the same way employees do (see above instructions). Household members will be asked during the registration process to include the Dartmouth employee's first name, last name, and date of birth to confirm eligibility.

If you are looking for care for a child under the age of 13, the parent/caregiver will need to register and then you can set up care for your child.

What are the offerings available through Lyra?

Lyra offers comprehensive care for you and your household members, including:

- **Mental Health Therapy:** Virtual or in-person sessions with licensed providers for moderate to severe issues, including feelings of anxiety, depression, PTSD/trauma, and more.
- **Mental Health Coaching:** Live messaging or virtual sessions with ICF-accredited coaches for mild to moderate issues such as stress, low confidence, work/life balance, or parenting challenges.
- **Lyra Library:** 24/7 on-demand self-care resources — meditations, articles, soundscapes, and videos — available in 35 languages.
- **Care for the Entire Family:** Support for spouses, partners, couples, children, and teens, including 15,000+ child specialists and content created by teens, for teens.
- **Complex Care Navigation:** High-touch support from a specialized team for more severe needs, including coordinated access to facilities, personalized treatment recommendations, and continuous monitoring of your recovery.
- **Work-Life Services:** Free and confidential support for legal matters, financial resilience, family care (childcare, adoption, elder care), and everyday challenges like identity theft support.
- **And more!**

How many EAP sessions do I receive and what can Lyra providers help with?

You, and each of your household members, each receive 10 EAP sessions of mental health coaching* and/or therapy, per calendar year, at no cost to you. The number of EAP sessions available to you will reset each year on January 1.

If you're enrolled in one of Dartmouth's Cigna medical plans, you can continue care with the same Lyra provider beyond your 10 EAP sessions; any additional sessions will be billed through your Cigna health plan and processed as in-network care.

No matter what you're going through, Lyra's expert providers can help with:

- Job concerns and work productivity
- Managing anxiety or depression
- Interpersonal and work relationships
- Conflict resolution
- Family or parenting issues
- Navigating grief
- Coping with stress
- Substance use
- Family or couples therapy

Lyra's providers are evidence-based, culturally competent, and diverse, including 1,000+ LGBTQIA+ providers and 3,200+ BIPOC providers. In fact, 97% of members stick with their first match.

**Please note:* coaching sessions through Lyra count toward your 10 sessions. As a reminder, benefits eligible employees also have access to unlimited, no-cost, health coaching sessions with our on-campus [Health Coach](#) (available in-person and virtually).

How do I find a provider that fits my needs?

Visit dartmouth.lyrahealth.com, register (if you haven't already done so) and click on Care at the top of your homepage. You'll be asked a series of questions on your needs and will be matched to providers who share your preferences. Still can't find what you're looking for? Call Lyra's Care Navigator Team at 844-614-2846 for further assistance.

What if I am currently engaged with ComPsych (our current F/EAP vendor)?

If you are currently receiving therapy through ComPsych, you'll have ample time to transition smoothly to Lyra. You may continue seeing your current ComPsych provider for up to 8 EAP sessions. Once you have completed your ComPsych EAP sessions, you will transition your care to Lyra.

If you are currently meeting with the on-campus counselor, Chris Henderson, you will be able to see Chris either on-campus or virtually through ComPsych until September 14, 2026; you will then transition your care to Lyra and may continue seeing Chris as a virtual provider through Lyra.

Your access to ComPsych's Guidance Resources online platform will end on September 14, 2026.

You can now register for Lyra at dartmouth.lyrahealth.com to get matched with a new provider and continue your care without interruption, and access Lyra's other tools and resources.

I already have a provider who isn't in Lyra's network, is there a way for them to join, so I can continue seeing them through Lyra?

Yes. If your provider would like to join Lyra's network, they'll need to [complete the Lyra application](#). When applying, they should select "Existing client has Lyra benefit or will have Lyra benefit in the near future," flagging this will help expedite their application. If you're not sure if your provider is in Lyra's network, ask them, or reach out to Lyra's Care Navigator Team at 844-614-2846 to ask.

Is the information I share confidential?

Yes. Your care through Lyra is completely confidential. Lyra asks for a personal email upon registration to further delineate personal from work.

Our division/department has experienced a workplace tragedy or challenging event; what support is available?

Call **Lyra's Care Navigator Team at 844-614-2846** and share what is going on. Lyra will deploy the appropriate resources to support your team. You may also reach out to your [HR Business Partner](#) for assistance.

I'm in crisis, what should I do?

Please do not delay in getting care. **Contact Lyra's Care Navigator Team at 844-614-2846 for 24/7/365 crisis support, or call or text the [Suicide & Crisis Lifeline](#) at 988 or go to your nearest emergency room.**

If my employment at Dartmouth ends, how long will I have access to Lyra?

You, and your household members, may continue accessing Lyra through the last day of the month in which you term (e.g., if your last day at Dartmouth is October 2, you will have access through October 31).

Who do I contact with questions?

Contact Lyra's Care Navigator Team directly at 844-614-2846 for assistance getting started.

If you have any other questions about the Lyra benefit, please reach out to the HR Benefits Team at human.resources.benefits@dartmouth.edu.

Your mental health is a priority. We hope you take advantage of this new benefit.