Getting Started With MyMDCARES

Prepared for:

My MD CARES

Here for whatever life brings - 24/7

Brought to you by bhs

MyMD CARES

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Welcome to MyMDCARES!

We are excited to offer State of Maryland employees and their dependents* this whole life program! MyMDCARES brought to us by BHS, is a Maryland-based company with over 20 years' experience providing mental and emotional well- being services. Participation in MyMDCARES does not depend on benefits eligibility and no election is required.

MyMDCARES provides you and your dependents with no-cost, confidential, in-the-moment wellbeing support, 24/7 to help with personal or professional issues that may interfere with work or family responsibilities. Common reasons to use MyMDCARES include relationship issues (family, friends, work relationships), transitions (life changes), risks (burnout, depression, anxiety), and challenges (daily responsibilities, parenting, financial, legal). MyMDCARES by BHS is a "counselor on call" program with so much more to support employees and dependents navigate life!

MyMDCARES services include:

- Master's level clinicians for in-the-moment behavioral health support and guidance whenever it's needed--even at 2am!
- Resource navigation that includes short-term counseling support, mental health wellbeing coaching, and assistance in locating treatment
- Up to 5 short-term counseling sessions per issue per employee and dependents, with no limit on the number of issues. If the issue is not resolved in 5 sessions, referral to appropriate assistance is done. MyMDCARES BHS Care Coordinators will determine if appropriate assistance includes long-term treatment and will facilitate the transfer to a provider within your insurance benefits network. Long-term support may incur costs, often covered by health insurance plans.
- Free, unlimited financial consultations.
- Free 30-minute telephonic or in-office legal consultations.
- A dedicated self-service MyMDCARES web portal with over 500,000 wellbeing and skill building resources and tools. These include child and elder care resource locators, pet care locators, a personal resilience journey, monthly webinars, legal and financial forms, and more.
- A MyMDCARES app, available through the App Store and Google Play. The app provides easy access to services and one-touch dialing.

In this tool kit, you will find a summary of services, information on how to access services, what happens when you access services, and more. MyMDCARES, brought to you by BHS, is here to assist with whatever life brings you, 24/7. Feel free to call BHS on the dedicated MyMDCARES line at 844.405.8200 at any time.

**MyMDCARES is available to active employees within the State Personnel Management System, Maryland Department of Transportation, Judiciary and Legislature, including full and part-time employees and contractual employees. This program is not available to contingent workers, temporary employees, and interns. Also not available to some agencies, such as but not limited to, those part of the University of Maryland System, Register of Wills for all Counties, Maryland Stadium Authority, etc.*

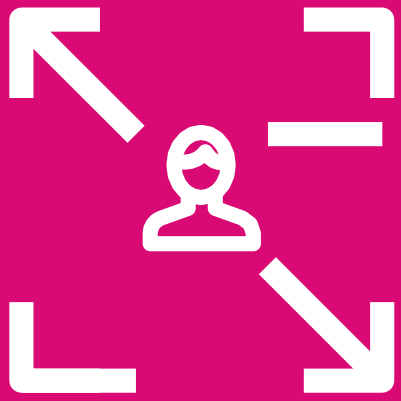
6225 Smith Avenue
Suite 203
Baltimore, MD 21209

844-405-8200
portal.bhsonline.com
ID: MYMDCARES

What Can MyMDCARES Help You With?

Relationships

Work Relationships
Other Family
Spouse/Kids
Friends



Life Events

Marriage/Divorce
Promotions/Retirement
Birth/Death
Health/Illness

Risks

Depression
Burnout
Anxiety
Anger
Suicidal Thoughts
Substance Abuse

Challenges

Stress/Conflict
Parenting/Balance
Legal/Financial
Daily Responsibilities

Your MyMDCARES program brought to you by BHS provides you and your dependents with free*, confidential assistance to help with personal or professional problems that may interfere with work or family responsibilities.

Better begins today.

844-405-8200

For more information about services, log on to portal.BHSonline.com | Organization ID: MYMDCARES

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* If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.

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MyMDCARES Summary of Services

MyMD CARES

Here for whatever life brings - 24/7

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What is MyMDCARES?

Provided by BHS, your MyMDCARES provides you and your household members with free, confidential, in-the-moment support to help with personal or professional problems that may interfere with work or family responsibilities.

What Happens When You Contact MyMDCARES?

A MyMDCARES BHS Care Coordinator (master's level clinician) will confidentially assess the problem, assist with any emergencies, and connect you to the appropriate resources. The Care Coordinator may resolve your need within the initial call; assess your need as a short-term issue, which can be resolved by a MyMDCARES BHS counselor within the available sessions; assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.*

Common Reasons to Call MyMDCARES

Relationships
- Work Relationships
- Spouse/Kids
- Other family
- Friends

Life Events
- Birth/Death
- Health/ Illness
- Marriage/Divorce
- Promotion/ Retirement

Risks
- Burnout
- Anger
- Depression
- Anxiety
- Suicidal thoughts
- Substance abuse

Challenges
- Daily responsibilities
- Financial/Legal
- Parenting
- Stress

PROGRAM FEATURES:

Program Cost
This is a FREE* benefit provided and paid for by your employer at no cost to you.

Confidentiality
MyMDCARES follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept confidential.

Information about your problem cannot be released without your written permission.

Available 24/7
Services are available 24-hours a day, 7-days a week via our toll-free number.

Help is just a phone call away.
844-405-8200

MyMDCARES

The MyMDCARES portal, hosted by BHS, provides access to thousands of tools and resources on a variety of well-being and skill-building topics.

Features:
- ✓ Program Information
- ✓ Access to Services
- ✓ Announcements
- ✓ Assessments
- ✓ Café Series Webinars
- ✓ Training Center

- ✓ Calculators
- ✓ Legal Forms
- ✓ News & Tips
- ✓ And more...

Access MyMDCARES at:
portal.BHSonline.com

Organization ID:
MYMDCARES

Also accessible through the MyMDCARES App

MyMDCARES App

Download on the App Store

Google play

* If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.

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Work Life Services

LEGAL

When faced with a legal matter, simply contact BHS and you will be connected to an attorney with expertise specific to your needs. Legal benefits under the program include:

- Free 30-minute consultations
- In office or telephonic with local plan providers
- Each consultation must be over a new legal topic
- 25 percent off the attorney's hourly rate when an hourly rate is quoted for services beyond consultation

FINANCIAL

You and your household members can access unlimited telephonic financial counseling, information and education from BHS' team of highly trained financial counselors. Typical financial matters include:

- Budgeting
- College Funding
- Credit Counseling
- Debt Management and Consolidation
- Retirement Funding

COACHING

Well-Being Coaches are available to discuss your health and wellness needs, answer general wellness questions, provide preventive health coaching, and assist you with locating appropriate health resources in the following areas:

- Complimentary Care (Yoga, Chiropractic, etc.)
- Building Healthy Relationships
- Career Development
- Emotional Well-Being
- Fitness and Exercise
- Healthy Eating and Nutrition
- Healthy Lifestyles
- Reducing Disease Risk Factors
- Stress Management
- Tobacco Cessation
- Weight Loss/Management
- Work/Life Balance

Locator Services

LOCATOR

BHS shall provide participants with a resource that allows for searches to be performed based on specific requirements regarding child and eldercare needs. This resource is available through MyMDCARES.

Child Care Referral Services

- After School Programs
- Child Care Information Services
- Summer Camps

Educational Referral Services

- Colleges and Universities
- Kindergarten
- Pre & Nursery Schools

Elder Care Referral Services

- Adult Care
- Adult Care Services
- Assisted Living Facilities

Better begins today.

Call or text to access services.

844-405-8200

What Happens When You Call MyMDCARES?

Provided by BHS, MyMDCARES provides you with resources to help with personal or professional issues that may be interfering with your work or family responsibilities.

Common Reasons to Call MyMDCARES include:

Relationships
- Work Relationships
- Spouse/Kids
- Other Family
- Friends

Life Events
- Birth/Death
- Health/ Illness
- Marriage/ Divorce
- Promotion/ Retirement

Risks
- Burnout/ Anger
- Depression
- Anxiety
- Substance abuse
- Suicidal thoughts

Challenges
- Daily responsibilities
- Financial
- Legal
- Parenting
- Balance
- Stress

When You Call MyMDCARES:

1. You will be connected with a MyMDCARES BHS Care Coordinator, who is a Master's Level Clinician.
2. The MyMDCARES BHS Care Coordinator will assess your needs, screen for emergencies, provide in-the-moment support and serve as your guide and advocate throughout the process.
3. Following the needs assessment, the MyMDCARES BHS Care Coordinator will work with you to create a plan for support and resolution.
4. The MyMDCARES BHS Care Coordinator may:
   - A. Resolve your need within the initial call.
   - B. Assess your need as a short-term issue, which can be resolved by a BHS counselor or coach within the available sessions.
   - C. Assess your need as requiring long-term care and assist with connecting you to a community resource or treatment provider available through your health insurance plan.*
   - D. Determine if an additional assessment is required with a BHS counselor.
   - E. Or, connect you to available work-life services, like legal, financial, or other work-life balance resources.
5. Regardless of your need, your MyMDCARES BHS Care Coordinator will follow-up with you for the life of your case. Keep your Care Coordinator's contact information handy and call them anytime you have a question or concern about the services you are receiving or if you need additional support.

Program Cost

This is a FREE* benefit provided and paid for by your employer at no cost to you.

Confidentiality

MyMDCARES is confidential. BHS follows all federal and state privacy laws. Information about your issue cannot be released without your written permission.

Available 24/7

Services are available 24-hours a day, 7-days a week.

Call MyMDCARES to get started.

844-405-8200

For more information about MyMDCARES services, visit us online at portal.BHSonline.com (ID: MYMDCARES)

*If you require a referral for long-term treatment, costs may be incurred. These are often covered by your health insurance plan.

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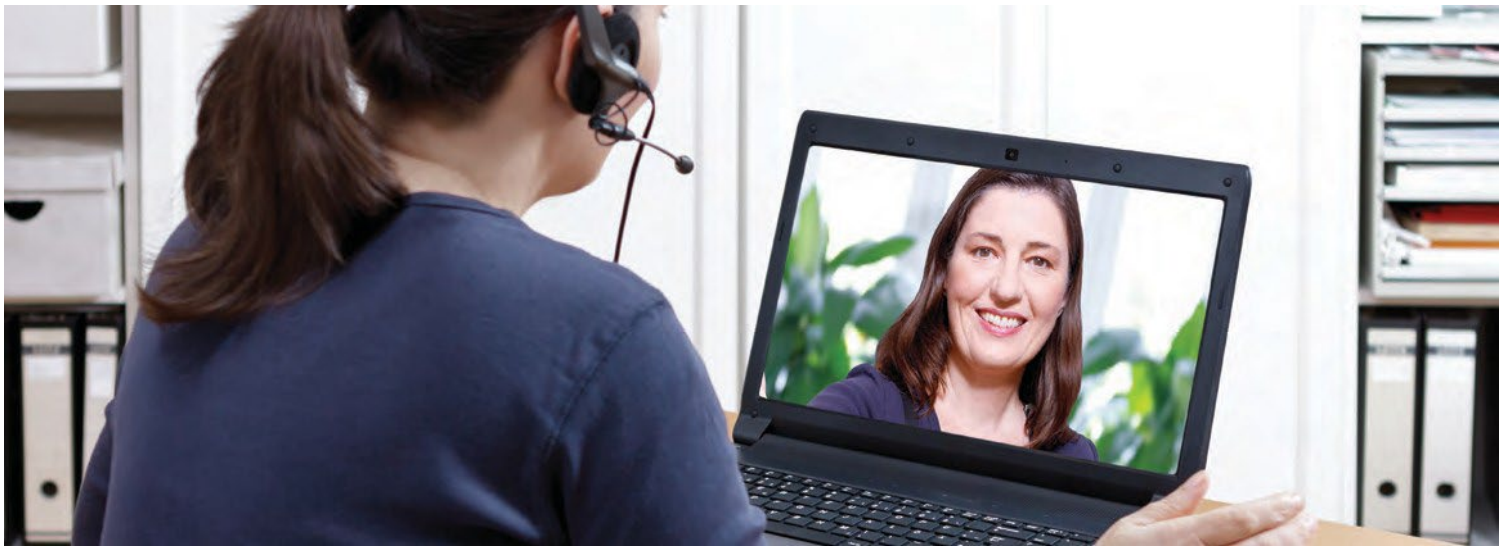

Video Counseling Services

MyMDCARES provides video counseling with the goal of providing another method of delivering extraordinary experiences to our participants. Technology is an essential part of everyone's life today and now you can use it to receive the support you need from MyMDCARES. Our licensed, master's level clinicians are available via our secure, web-based technology for personal, face-to-face sessions while you remain in the comfort of your home or office.

Advantages of video counseling services include:

- **Convenience.** Video counseling with MyMDCARES is convenient and provides the flexibility in scheduling. It is a good option for employees who have limited time due to busy family schedules, live or work remotely, or have reduced mobility.
- **Security.** The security of your personal health information is important to MyMDCARES. Our video counseling platform, *Zoom**, is HIPAA compliant.
- **Easy to use.** Video counseling with MyMDCARES is easy. All you need for a session is a computer, smartphone or tablet, webcam and internet access.

*Prior to the first session, you will be required to download the *Zoom* program.

Confidentiality

MyMDCARES follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept confidential.

Program Cost

Video Counseling Services are an option to access services as a FREE benefit provided and paid for by your employer.

For more information about Video Counseling Services, call our toll-free number.

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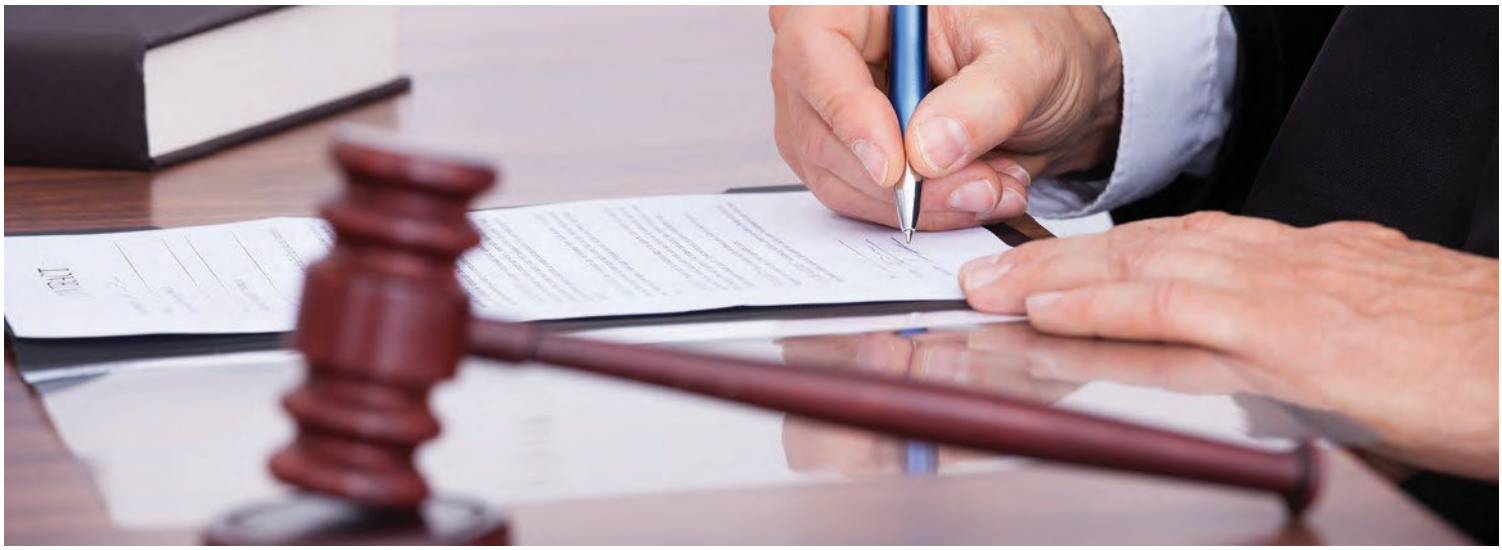

Legal Consultation Services

Finding appropriate legal services is easy with MyMDCARES. Legal consultation services are an additional benefit provided by your employer at no cost to you. Upon calling MyMDCARES, you will be linked to a MyMDCARES BHS Care Coordinator who will conduct a needs assessment and connect you to a qualified attorney to provide you with resources and an in-office or telephonic consultation about your specific legal issue. If you determine you need further assistance, you will receive 25 percent off the attorney's hourly rate.

Note: The MyMDCARES legal consultation services do not consult on work-related issues.

We offer a wide variety of legal resources and services, including:

- The right attorney with expertise specific to your legal matter
- Access to a national network of attorneys with exceptional experience that are matched to meet your needs
- Help navigating the legal world

MyMDCARES legal benefits include:

- Free 30-minute consultations
- In office or telephonic with local plan providers
- Each consultation must be over a new legal topic
- 25 percent off the attorney's hourly rate when an hourly rate is quoted for services beyond consultation

Confidentiality

MyMDCARES follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept confidential.

Program Cost

Legal Consultation Services are a free benefit provided and paid for by your employer at no cost to you.

For more information about Legal Consultation Services,

Call MyMDCARES.

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Financial Consultation Services

In need of financial consultation services? MyMDCARES can help. Financial consultation services are an additional benefit provided by your employer at no cost to you. Upon calling MyMDCARES, you will be linked to a MyMDCARES BHS Care Coordinator who will conduct a needs assessment and connect you to the MyMDCARES team of highly trained financial consultants to provide unlimited telephonic consultation and resources about your specific financial issue. If you determine you need ongoing assistance with your financial situation, MyMDCARES can then provide local referrals.

MyMDCARES offers a wide variety of financial resources and services, including:

- Debt management and consolidation
- College funding
- Retirement funding
- Credit counseling
- Budgeting

Unlimited telephonic financial consultation:

- You and dependents can access unlimited telephonic financial counseling, information and education from the MyMDCARES team of highly trained financial counselors.
- You may contact a financial consultant as many times as needed about the same issue for up to one year.

Confidentiality

MyMDCARES follows all federal and state privacy laws. When you speak with us, you can trust that your conversations and information will be kept confidential.

Program Cost

Financial Consultation Services are a free benefit provided and paid for by your employer at no cost to you.

For more information about Financial Consultation Services, call our toll-free number or visit us online.

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How to Access Services

MyMD CARES
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1 Call 844-405-8200

Free, confidential, in-the-moment support is available 24/7 to help with personal or work-related problems that may interfere with your job or family responsibilities. A BHS Care Coordinator will confidentially answer your call, understand your need, assist with any emergencies, and connect you to the appropriate resources. They will then follow up with you to ensure your satisfaction and progress.

2 Text 800-327-2251

Text BHS to ask a question about the program, get in-the-moment support (routine needs only) or initiate services. All texts will be answered within one (1) business day.*

To start a conversation, simply send a text and use one of the following hashtags:

#BEBETTER to connect with a master's level Care Coordinator
#WORKLIFE to connect with a Work-Life Resource Specialist

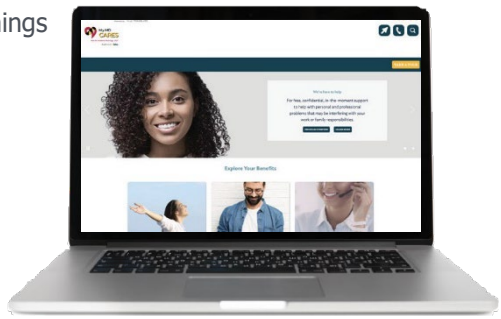
3 portal.BHSonline.com

The MyBHS Portal provides access to services, contains information about your program and offers unlimited access to thousands of tools, resources, and trainings on a variety of well-being and skill-building topics.

Connect with a BHS Care Coordinator

Live Chat connects you with an available BHS Care Coordinator to answer questions, provide in-the-moment support or to initiate services.

Or, fill out the Service Request Form and a BHS Care Coordinator will respond within one (1) business day.



4 The BHS App

One-touch Dialing - Call our toll-free number 24/7 to speak with a BHS Care Coordinator for urgent needs.

Ask a Question - Submit a question or request services and a BHS Care Coordinator will respond within one (1) business day.

Access the MyBHS Portal - Contains information about your program and unlimited access to thousands of tools, resources and trainings on a variety of well-being and skill-building topics.

MyMDCARES App

Download on the App Store

Google play

** Text messages are answered during regular business hours, Monday-Friday 8 a.m.-8 p.m. ET, excluding holidays. Text users must be 18 or older. Not available for California residents. Text services are not intended for emergencies or urgent issues – please call 9-1-1 or 800-327-2251 for immediate help.*

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MyMDCARES Portal

The MyMDCARES portal, through BHS, provides access to services, information about your program, and resources, assessments and trainings on a variety of well-being and skill-building topics.

TOPICS INCLUDE:

- Emotional Well-Being
- Crisis and Disaster
- Personal Growth
- Relationships
- Financial
- Legal
- Resilience and more!

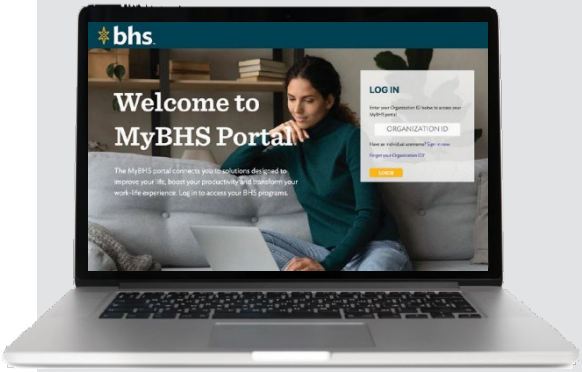
PORTAL FEATURES:

- Access to Services - Services are available by submitting an online services request form, Call or texting, or live chat
- Services Overview - Contains a summary of the services available to you.
- Resources & Tips - Topics that help you prepare for and handle most major life events. The content comes from world-renowned publishers like Harvard Health publications, NOLO legal press and NBC Universal.
- Café Series Webinars - Featured and archived webinars allow on-demand and unlimited access to previously presented webinars on various well-being topics.
- Training Center - An expanding library of self-paced courses for personal and professional development. Courses take approximately 45 to 60 minutes to complete.
- Health Assessments and Calculators - Interactive tools and assessments on health, wellness, and personal growth.
- Financial Calculators - From mortgages to retirement planning, 100s of interactive calculators to crunch numbers on everything from auto loans to savings goals.
- Legal Forms - Free, easy-to-use legal forms.
- In The News - Resources for current events that may have an impact on an individual's overall well-being.

Access the MyBHS Portal online or via the app.

portal.BHSonline.com

ID: MYMDCARES



ALSO ACCESSIBLE THROUGH THE BHS APP

Search MYMDCARES where you download apps.

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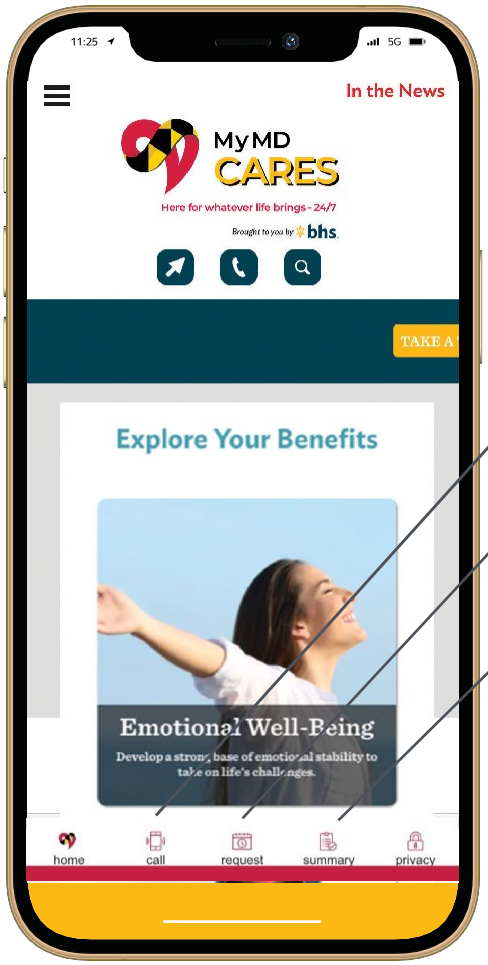
MyMDCARES App



MyMDCARES App - Contains information about your program and unlimited access to thousands of tools, resources and trainings on a variety of well-being and skill-building topics.

One-touch Dialing - Call our toll-free number 24/7 to speak with a BHS Care Coordinator for immediate support.

Request Services Online - Access the Service Request Form and a MyMDCARES BHS Care Coordinator will respond within one business day.

Summary of Services - Services are FREE, Confidential, and available 24/7.

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Search MyBHSCARES where you download apps.

Login ID: MYMDCARES

MyMDCARES App

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MyMDCARES is here for me and my family whenever we need support- 24/7

MyMDCARES is a whole life program

Brought to you by BHS, this free and confidential support and assistance program is available to you and your dependents 24/7.*

Stress Management

Work-Life Balance

Legal and Financial Help

Program Benefits Include:

- Dedicated MyMDCARES Care Coordinator will help resolve issues
- Financial consultation and referrals
- Legal consultation and referrals
- Online Resource Library with thousands of resources tailored to your specific life needs

MyMD CARES

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Call MyMDCARES today.

Call **844-405-8200** to get started with a MyMDCARES BHS Care Coordinator.

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ID: MYMDCARES

* When services are required beyond the scope of MyMDCARES, such as a referral to a treatment provider, costs may be incurred. These are often covered by your health insurance plan.

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