



**WORK**

**BALANCE**

**LIFE**

# Mercy MAP

## What is Member Assistance?

Life has been challenging due to the impact of COVID-19, and the Member Assistance Program (MAP) is here to help. We are prioritizing confidential in-person, video or telephone counseling services to promote safety while helping you or your household cope with everyday problems and major life events. Our counselors are trained to deal with a range of personal issues, offering guidance and encouragement to everyone we serve.

## How can MAP help me?

We provide short-term counseling, information and support to assist you with your concerns. Things we can help with include:

- Strained relationships
- Stress at home or at work
- Anger, resentment
- Budgeting and debt management
- Parenting concerns
- Addictions
- Depression and anxiety
- Conflicts/communication problems
- Grief and loss

***Every attempt will be made to assist you with any issue or we will point you in the right direction.***



## Who provides the service?

Our counselors hold a minimum of a master's degree in the counseling field. Services include:

- 24/7 EAP help line
- In-person, video, or telephone counseling by licensed providers

## What does the program cost?

Services are free and confidential for you and your household members. Treatment beyond the scope of MAP is coordinated through your medical benefit or community services.

## How do I get started?

1. Make the call to speak with a counselor or schedule an appointment **(314.729.4600 #2 or 1.800.413.8008 #2)**.
2. The person you talk to will ask basic demographic information and help you identify next steps.

## Is there a MAP Website?

- **Go to [www.mbh-eap.com/members](http://www.mbh-eap.com/members)**
- **Work Life Options Login Information**  
*helpwhereyouare.com/CompanyLogin/1515/mercy*
  - Username: **CARP**
  - Password: **map**
- The work-life website offers a range of resources, including:
  - Interactive health and wellness tools
  - e-Learning sessions and articles on a variety of topics
  - Resources for budgeting and debt management

## If you wish to email a counselor:

1. Go to the above web site
2. Log into Contact Us - and submit your question

## Member Assistance Program

Solutions for health, work and life

24 hours a day - 7 days a week - 365 days a year

**314.729.4600 #2 or 1.800.413.8008 #2**



Member  
Assistance  
Program