

# Getting Started With Your Program

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Here for whatever life brings - 24/7

PREPARED FOR:




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Welcome to MyMDCARES!

Since 2021, MyMDCARES has been brought to you by BHS. BHS is a Maryland based company founded in 1983 and providing mental health and wellbeing support for over 24 years. Participation in MyMDCARES does not depend on benefits eligibility and no election is required.

MyMDCARES provides no-cost, confidential support 24/7 to help with personal issues that may interfere with your wellbeing. MyMDCARES helps people manage parenting, budgeting, financial issues, and legal questions. MyMDCARES helps people cope with grief, stress, burnout, depression, anxiety and even addiction concerns.

MyMDCARES services include:

- Master's level clinicians to assist you anytime you need help
- Help finding support to resolve short term problems or finding treatment resources
- Up to 5 sessions per issue, per year at no cost to you
- Referrals to longer term treatment if needed (Treatment beyond the scope of MyMDCARES may be subject to out-of-pocket costs. Actual charges are dependent upon the source and/or health insurance benefits.)
- Unlimited Financial Consultations, at no cost
- Legal Consultations, at no cost
- MyMDCARES web portal with over 500,000 tools to save you time or build your skills including childcare, eldercare, and petcare resource locators, Resilience Journey, Monthly Webinars, and easy to use legal and financial online forms.
- MyMDCARES App available through the App Store and Google Play providing one touch dialing and quick access to helpful resources

Below you will find a summary of services and information on what happens when you access services by calling 844-405-8200 24/7/365 days a year.

**\*Who can use MyMDCARES:**

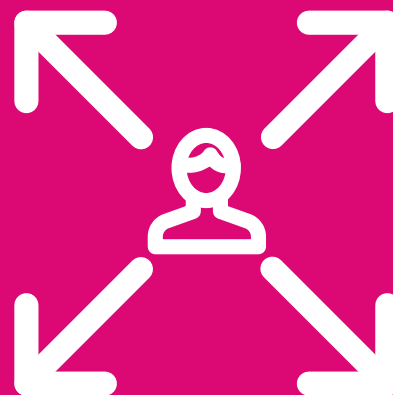
*MyMDCARES is available to all active employees (part time, full time, contractual) and their dependents within the State Personnel Management System, Department of Transportation, Judiciary, Legislature. MyMDCARES is not available to contingent workers, temporary employees or interns. Also, not available 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.*

# What Can MyMDCARES Help You With?



## Relationships

Spouse/Kids      Friends  
Work Relationships      Other Relationships



## Transitions

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



## Risks

Depression/Anxiety      Burnout/Anger  
Suicidal Thoughts      Substance Abuse



## Challenges

Stress/Conflict      Parenting/Balance  
Financial /Legal      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 MyMDCARES services, visit  
[portal.BHSONline.com](https://portal.BHSONline.com) | Organization 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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# MyMDCARES

## Summary of Services



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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	Life Events	Risks	Challenges
Work	Birth/Death	Burnout	Daily responsibilities
Relationships	Health/Illness	Anger	Financial/Legal
Spouse/Kids	Marriage/Divorce	Depression	Parenting
Other family	Promotion/Retirement	Anxiety	Stress
Friends		Suicidal thoughts	
		Substance abuse	

#### 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.**

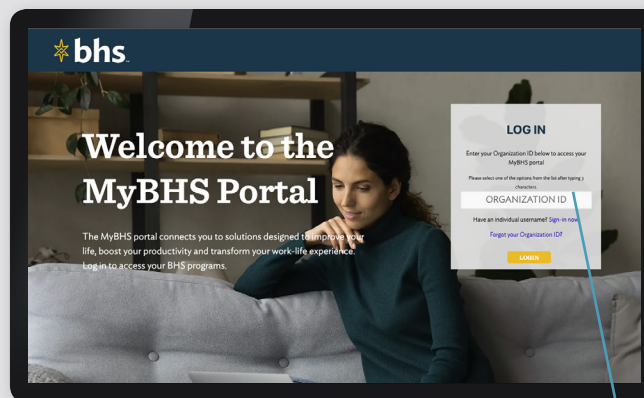
**844-405-8200**

### 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



\*Treatment beyond the scope of MyMDCARES may be subject to out-of-pocket costs. Actual charges are dependent upon the source and/or health insurance benefits.

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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**



**MyMD  
CARES**

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# 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		LIFE EVENTS		RISKS		CHALLENGES	
Friends	Work	Birth/Death	Marriage/	Burnout/	Substance	Daily	Parenting/
Other	Relationships	Health/	Divorce	Anger	abuse	responsibilities	Balance
Relationships	Spouse/Kids	Illness	Promotion/	Depression/	Suicidal	Financial/	Stress/
			Retirement	Anxiety	thoughts	Legal	Conflict

## When You Call MyMDCARES:

- 1 You will be immediately 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 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 an additional assessment is required with a BHS counselor.
  - E. Or, connect you to available work-life services, like legal, financial, childcare, eldercare 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.

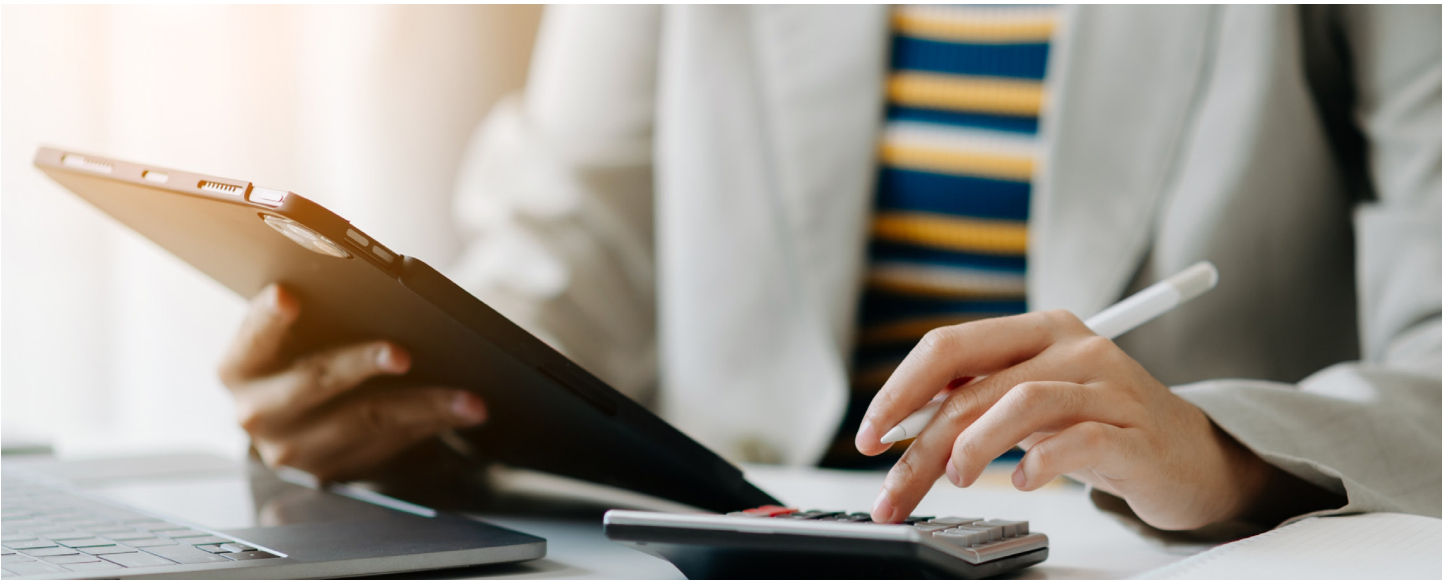
-  **Program Cost**  
This benefit is provided at NO COST to you and is paid for by your employer.
-  **Confidentiality**  
MyMDCARES is completely confidential. BHS follows all federal and state privacy laws. Information about your problem cannot be released without your written permission.
-  **Available 24/7**  
Services are available 24-hours a day, 7-days a week.

**Call or text to get started.**  
**844-405-8200**  
For more information about MyMDCARES services, visit **portal.BHSONline.com**  
Organization ID: **MYMDCARES**



\*Treatment beyond the scope of MyMDCARES may be subject to out-of-pocket costs. Actual charges are dependent upon the source and/or health insurance benefits.





# Need help understanding and managing your finances?

MyMDCARES can help you manage stressful financial challenges by connecting you to a team of highly trained financial counselors and providing you with resources about your specific financial issue. If you need ongoing assistance with your financial situation, we can provide you with referrals to local resources.

## Services include:

- Consultation with a highly trained financial counselor
- As-needed telephonic financial consultations
- Ongoing support for the same issue for up to 90 days
- *Emotional Support: If your financial concern is causing stress or overwhelm, connect with a MyMDCARES Care Coordinator for immediate emotional support and connection to care*



### CONFIDENTIAL

MyMDCARES is completely confidential. Information about your use of MyMDCARES cannot be released without your written permission.



### FREE

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

## LOOK FOR ADDITIONAL FINANCIAL RESOURCES IN THE MyMDCARES PORTAL:

1. Visit [my.bhsonline.com](http://my.bhsonline.com)
2. Log in with **MYMDCARES**.
3. Click the Financial resource title at the bottom of the homepage

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

## MyMDCARES OFFERS A WIDE VARIETY OF FINANCIAL RESOURCES AND SERVICES, INCLUDING

- ✓ Budgeting
- ✓ College funding
- ✓ Credit Card Debt
- ✓ Credit counseling
- ✓ Debt management and consolidation
- ✓ Identity Theft
- ✓ Retirement funding
- ✓ Tax planning and preparation

## How to access services?



**Complete  
the Financial  
Services  
Request Form.**

**Call or Text #worklife  
844-405-8200  
[my.BHSONline.com](http://my.BHSONline.com) ID: **MYMDCARES****





# Have a legal issue and don't know where to start?

When you find yourself in need of legal support, it can be hard to know where to start. MyMDCARES can help by giving you and your family members access to appropriate legal experts who can make things easier. When faced with a legal matter, contact MyMDCARES and we will connect you to an attorney with expertise specific to your needs.

## Services include:

- **Free 30-Minute Consultations.** Available in-office or telephonically with local providers (each consultation must be over a new legal topic).
- **25% Discount.** Save on your attorney's hourly rate when quoted for services beyond consultation.
- **Emotional Support.** If your legal concern is causing stress or overwhelm, connect with a BHS Care Coordinator for immediate emotional support and connection to care.

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



### CONFIDENTIAL

MyMDCARES is completely confidential. Information about your use of MyMDCARES cannot be released without your written permission.



### FREE

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

## LOOK FOR ADDITIONAL LEGAL RESOURCES IN THE MyMDCARES PORTAL:

1. Visit [my.bhsonline.com](https://my.bhsonline.com)
2. Log in using MYMDCARES
3. Click the Legal resource title at the bottom of the homepage

*Note: BHS does not consult on work-related legal issues.*

## MyMDCARES OFFERS A WIDE VAREITY OF LEGAL CONSULTATION SERVICES, INCLUDING:

- ✓ Adoption and guardianship
- ✓ Consumer scams
- ✓ Criminal charges
- ✓ Debt and bankruptcy
- ✓ Domestic and family matters
- ✓ Estate planning and wills
- ✓ Landlord and tenant disputes
- ✓ Lawsuits and mediations
- ✓ Lease and rental agreements
- ✓ Motor vehicle violations
- ✓ Personal injury
- ✓ Real estate concerns

## How to access services?



**Complete  
the Legal  
Services  
Request Form.**

**Call or Text #worklife  
844-405-8200  
[my.BHSONline.com](https://my.BHSONline.com) ID: **MYMDCARES****






# How to Access Services

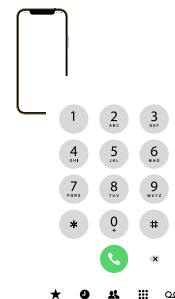


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## 1 Call 844-405-8200

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.



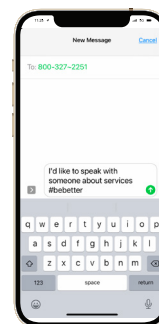
## 2 Text 800-327-2251

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



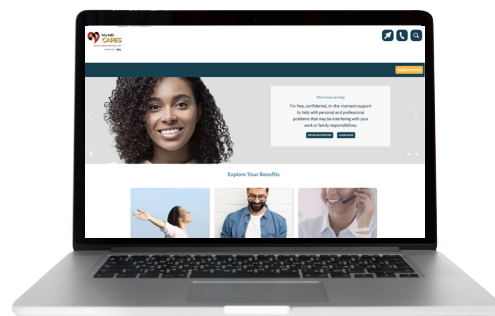
## 3 portal.BHSONline.com

The **MyMDCARES Portal through BHS** 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 MyMDCARES 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 MyMDCARES 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

GET IT ON  
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.



# MyMDCARES Portal

The MyMDCARES portal, through BHS, provides access to services, information about your program and offers 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.



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Access the MyMDCARES Portal  
online or via the app.

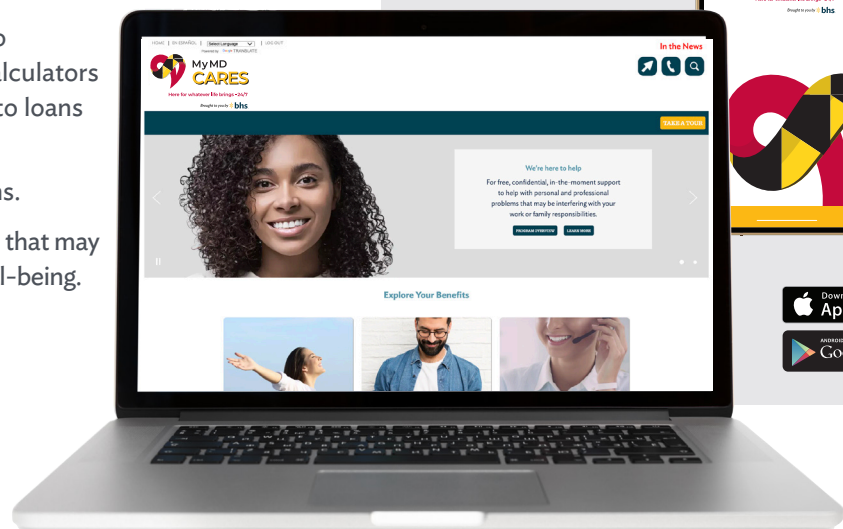
[portal.BHSONline.com](https://portal.BHSONline.com)

ID: **MYMDCARES**

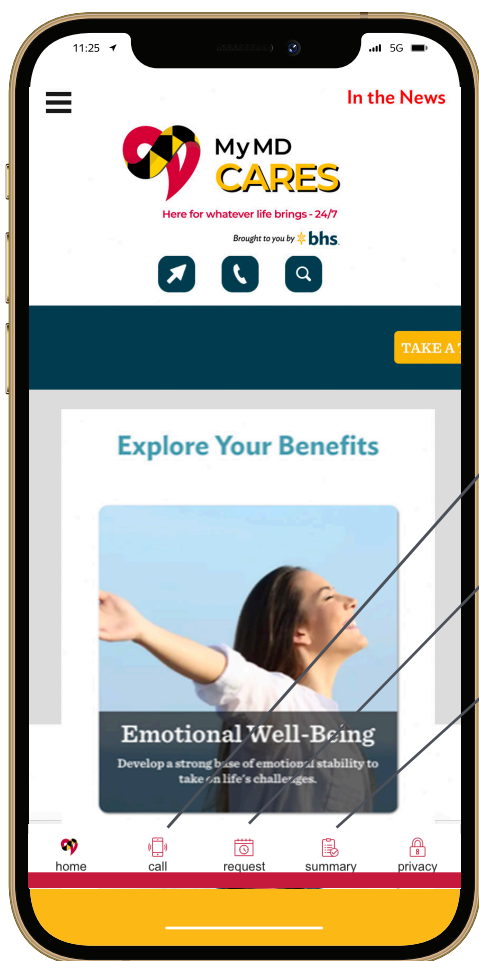


**ALSO ACCESSIBLE  
THROUGH THE BHS APP**

Search MYMDCARES where you download apps.



# MyMDCARES App

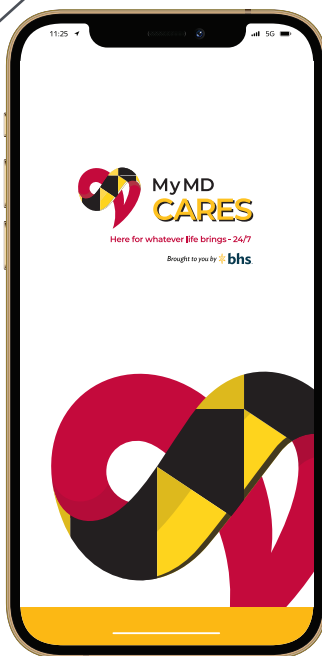


**MyMDCARES App** - Contains information about your program and unlimited access to thousands of tools, resources and trainings on a variety of well-being and skill-building topics.

**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.



Search **MyMDCARES**  
where you download apps.

Login ID: **MYMDCARES**



MyMDCARES App





# 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

## Call MyMDCARES today.

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

Or visit us online at:

**portal.BHSONline.com**  
ID: **MYMDCARES**



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