



## Welcome to Your MAP

Life can be full of questions, challenges and unexpected turns. That's why your member assistance program (MAP) is here—to offer confidential support whenever you need it, 24/7, 365 days a year.

Powered by TELUS Health, your MAP is part of your CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (collectively, "CareFirst") medical plan.

### There's no cost to use it

Whether you're navigating a tough moment or just need a little guidance, when you need assistance, your MAP advisor will connect you or any family member to the right support at no additional cost.\*

For example, they can:

- Guide you to resources in your community, such as a support group or helping agency
- Refer you to a MAP counselor for short-term support
- Recommend community support for long-term counseling needs
- Help you navigate the MAP website for resources such as articles, booklets, recordings and more

**Professionally trained advisors are available to help with family problems, marital concerns, financial and legal matters, stress, depression and other issues affecting your personal or work life.**



\* If you accept a referral to services outside the CareFirst member assistance program, you may be responsible for some costs.



## Life

- Retirement
- Midlife
- Student life
- Legal
- Relationships
- Disabilities
- Crisis
- Personal issues



## Health

- Mental health
- Addictions
- Fitness
- Managing stress
- Nutrition
- Sleep
- Smoking cessation
- Alternative health



## Money

- Saving
- Investing
- Budgeting
- Managing debt
- Home buying
- Renting
- Estate planning
- Bankruptcy



## Family

- Parenting
- Couples
- Separation/divorce
- Elder care
- Adoption
- Death/loss
- Child care
- Education



## Work

- Time management
- Career development
- Work relationships
- Work stress
- Managing people
- Shift work
- Coping with change
- Communication

### Accessing your MAP

Through our online MAP platform, you have anytime-anywhere access to the support you need.

#### By computer, tablet or smartphone

For expert advice, resources and referrals, visit the MAP website [one.telushealth.com](https://one.telushealth.com) or download the free TELUS Health One mobile app from your favorite app store.

Then, click on *Log in* on the website or app and use the case-sensitive username and password below for your initial login.

- Username—membereap
- Password—MAP

#### By phone

You can also call an MAP advisor toll-free 24/7 at **855-445-1716**.

**Turn to us for a confidential service you can trust—log in today.**

Formerly known as LifeWorks, TELUS Health is an independent company that provides employee assistance program (EAP) and member assistance program (MAP) services to CareFirst customers and members.

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