



AmeriCorps

Acentra
HEALTH

Member Assistance Program

Access Guide:

Managers & Supervisors

NO APPOINTMENTS, NO WAITING



The purpose of this guide is to demonstrate effective access points for managers and supervisors to the Member Assistance Program (MAP) and to help optimize the program's support to the organization's mission and personnel. It also provides useful information about utilizing the valuable support provided by the MAP 24/7/365 access line.

Color Code Information

- **RED** denotes an urgent personal or organizational issue.
- **GREEN** indicates a routine request for services or information.
- **BLUE** indicates consultative or informational requests.

Service Need	Action to Take	MAP Response
<p>Member in Crisis</p> <p>A member is having a personal crisis, may be suicidal, or has a behavioral health issue that comes to my attention and causes me concern.</p>	<p>Suggest the member call the MAP at 800-869-0276.</p> <p>Call the MAP yourself at 800-869-0276 to speak with a MAP counselor for guidance or put your member on the call you initiated to speak directly with the counselor.</p>	<ul style="list-style-type: none"> • The member in a crisis may call and speak with a counselor who will assess the situation, provide crisis intervention, and develop a plan of action to ensure the safety of the member. • MAP counselors can provide consultation to you about how to assist the member in a crisis.
<p>Urgent Need for Counseling</p> <p>A member is not in a personal crisis or emergency but needs to speak with a MAP counselor quickly and without an appointment about a sensitive personal or family matter.</p>	<p>Suggest the member call the MAP at 800-869-0276.</p>	<p>MAP counselors are standing by to speak with members to provide immediate support, problem-solving, and to develop a plan of action.</p>
<p>Support After A Critical Incident</p> <p>A critical incident has occurred, and my team needs support from the MAP.</p>	<p>Call the MAP at 800-869-0276.</p>	<p>MAP CIR counselors will provide:</p> <ul style="list-style-type: none"> • Consultation and guidance about a plan of action to support your affected members' mental health and well-being. • Educational materials to help your affected members cope with the event and learn how to access the MAP immediately with counselors who are standing by to assist them 24/7/365. • Arrange in-person or telemental health critical incident response services, including debriefing meetings with the affected members.*

**Fees may apply*





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<p>Routine Referral for Counseling</p> <p>I want to refer a member for MAP counseling or direct services.</p>	<p>Suggest the member call the MAP at 800-869-0276.</p>	<ul style="list-style-type: none"> • The MAP Counselor will assess and schedule an appointment with a telemental health (TMH) counselor; or arrange for the member to see a MAP counselor in their office for in-person visits near where the member works or resides. • The TMH counselor or in-person counselor will provide an assessment, short-term counseling, and if needed, referral to additional resources.
<p>Information and Resources</p> <p>A member needs informational resources to assist themselves with a personal issue.</p>	<p>Visit the MAP website at care.espyr.com and login using access code: AmeriCorpsMAP</p> <p>Download the <i>espyr Connect</i> app available through the iTunes App Store and Google Play. Use your company ID to login the first time.</p>	<p>The MAP website and app offers many resources on a wide range of topics related to supporting wellbeing.</p>
<p>A Reluctant Member</p> <p>A member needs informational resources to assist themselves with a personal issue.</p> <p style="text-align: center;">or</p> <p>I have a member that declines to use the MAP, and they are not in a crisis, but I'm concerned about their wellbeing.</p>	<p>Call the MAP at 800-869-0276.</p> <p>Visit the MAP website at care.espyr.com and login using access code: AmeriCorpsMAP</p> <p>Download the <i>espyr Connect</i> app available through the iTunes App Store and Google Play. Use your company ID to login the first time.</p>	<p>The MAP can offer you consultation and recommendations about a course of action to assist your reluctant member.</p>





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<p>Expert Behavioral Health Consultation</p> <p>I need behavioral health expertise, advice and guidance about a workplace, organizational change, or a people-related issue.</p>	Call the MAP at 800-869-0276.	<ul style="list-style-type: none"> The MAP provides unlimited management consultations to assist you with any behavioral health-related issues. Our Leadership Excellence and Development (LEAD) program is a structured telephonic coaching program designed to help managers develop people skills, maximize strengths, and overcome barriers to reaching their full potential.*
<p>Formal Referrals</p> <p>I am a supervisor and I want to formally refer a member to the MAP due to job performance or conduct issues that may involve a personal issue.</p>	Call the MAP at 800-869-0276.	The MAP provides services to facilitate this formal referral process to assist both you as a manager and the member whose personal issue may be affecting conduct or performance.
<p>Trainings and Presentations</p> <p>I want to arrange an educational presentation or training by the MAP for my team.</p>	Call the MAP at 800-869-0276.	The MAP offers numerous presentations. Training coordinators can arrange in- person or virtual presentations for your team.*
<p>Promotion and Awareness</p> <p>I need promotional materials to create awareness about the MAP's services.</p>	Call the MAP at 800-869-0276.	The MAP will supply the promotional materials you need in compliance with your service agreement.
<p>How Can I Learn More?</p> <p>I want more information about all MAP services.</p>	Call the MAP at 800-869-0276.	The MAP is standing by to provide you with information about the many no-cost and confidential services available to you and your members.

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More Helpful Information and Reminders

Please remind members that MAP services are professional, confidential, and no-cost. No information about a member's use of this service is disclosed outside the MAP without the participant's informed written consent. Please be aware that MAP counselors are standing by to assist them 24/7/365, whether to simply answer a question about the program, to arrange counseling, or to intervene in a mental health crisis. Also, please suggest that members visit the MAP website to learn more and to access a variety of helpful resources.

Contact Us

For more information, contact the Member Assistance Program at 800-869-0276 or visit our app (espyr Connect) or care.espyr.com and login using access code: AmeriCorpsMAP

