



**M E M B E R
A S S I S T A N C E
P R O G R A M**

**TOTAL CARE NETWORK, INC.
PENN TREATY PARK PLACE
1341 N. Delaware Avenue, Suite 403
Philadelphia, PA 19125-4300**

**800-298-2299
215-425-8140**

TCN CAN HELP!

TCN can help you through uncertain times, by acting as your advocate whenever you or your dependents need treatment for any of the following problems:

- Alcohol Abuse/Addiction
- Drug Abuse/Addiction
- Emotional Difficulties/Depression
- Family/Relationship Problems
- Anger/Rage Issues
- Stress/Anxiety Issues
- Grief and Loss Issues
- Eating Disorders
- Life Transition Problems
- Gambling Problems
- Other Behavioral Addictions

*The road to recovery begins with
the first call!*

***FOR PERSONAL AND
CONFIDENTIAL ASSISTANCE
TWENTY-FOUR HOURS A DAY
SEVEN DAYS A WEEK***

***REGULAR OFFICE HOURS
MONDAY THROUGH FRIDAY
9:00 A.M. TO 5:00 P.M.***

***24 HOUR EMERGENCY HOTLINE
1-800-298-2299***



THERE ARE TIMES WHEN YOU CANNOT GO IT ALONE...

Problems are a normal part of life; everyone has them. However, sometimes we experience difficulties that cannot be resolved without the assistance of a trained professional. No matter how hard we try or wish...these problems do not go away. Unresolved issues with substance abuse, stress, anxiety, depression, gambling, marital/family relationships and job related problems can affect or undermine our quality of living. In other words, everything important to us is jeopardized.

Could a simple telephone call to your Member Assistance Program (MAP) be an answer to your problems? **YES!** As your advocate, Total Care Network provides eligible members and their families' assistance with behavioral healthcare services that can help begin the process of resolving emotional or substance abuse issues.

TCN's MAP specialists have the training and practical experience to work closely with treatment and insurance providers, ensuring that your needs are met and never compromised. The MAP assessment is independent of any treatment provider or facility and is based solely on your best interest. Should a problem arise with your treatment provider or insurance company, the MAP specialist will act on your behalf to resolve it. In other words, we do our job so that you can stay focused on your recovery.

WHO CAN USE THE MEMBER ASSISTANCE PROGRAM?

The MAP program is available to all union members and their dependents who are eligible for benefits through USW Local #286 Benefit Funds.

ARE THE MAP SERVICES CONFIDENTIAL?

YES! All records and personal information are maintained in the strictest of confidence and in accordance with all Federal, State and Local Regulations. However, when you or your dependent are in need of treatment, the MAP specialist will ask that a Release of Information be signed to the MAP. This release enables the MAP specialist to advocate on your behalf and monitor all phases of your treatment ensuring that you receive proper and appropriate care.

IS THERE A COST FOR USING THE MAP?

NO! The MAP is a paid benefit of your Union Benefit Funds. We work with the Fund and your existing benefits to insure that you receive the highest quality services available. In accordance with your plan, your substance abuse and mental health benefits may cover all or part of the treatment cost. However, according to your plan limitations, you will be responsible for any existing co-payments.

WHY CALL THE MAP?

TCN has the expertise and resources to cut through the red tape and are your direct line to help! We also have access to a broad network of licensed and credentialed professionals throughout the Tri-State area. Our network providers can be easily accessed according to your treatment needs and geographical locality. TCN's mission is to help people help themselves and to offer hope in times of crisis and change.

HOW DO I CONTACT THE MAP?

Free help is available by calling **1-800-298-2299** from Pennsylvania, New Jersey and Delaware or in the Philadelphia area by calling **215-425-8140**. A MAP specialist can be reached Monday through Friday between 9:00 A.M. and 5:00 P.M. and twenty-four hours a day for emergency services. Remember, all services are personalized and are kept strictly confidential.



***PICK UP THE PHONE...IT COULD
CHANGE YOUR LIFE***

1-800-298-2299

OR

215-425-8140