



MEMBER ASSISTANCE PROGRAM (MAP) BENEFITS

Immediate help is available via the 988 Suicide & Crisis Lifeline (call or text 988)

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Confidential support for you and your eligible dependents.

Early support can make a big difference and help is available 24/7.

Seeking Help is a Sign of Strength

Mental health is a vital part of overall health and you don't have to handle challenges alone. The Plumbers Local Union No. 1 Welfare Fund mental/behavioral health benefits can help with stress, anxiety, depression, grief, relationship concerns and more. Reaching out early can make things feel more manageable and can lead to better outcomes. **Seeking help is not a sign of weakness; it's a brave, positive step toward feeling better and taking care of yourself and the people who count on you.** In New York City, nearly 1 in 4 adults experience a mental health disorder in a given year and many report diagnoses such as anxiety (18%) and major depression (11%).

- Substance use concerns can affect anyone—getting support early is a proactive step toward protecting your health, family, and job.
- Reaching out is not a sign of weakness. It's a sign you're taking control and using the benefits you've earned.
- Confidential help is available 24/7 through Optum.

NYC Snapshot- Why This Matters

- **3,046** New Yorkers died from unintentional drug overdose in **2023** (rate: **44.0 per 100,000** residents).
- Provisional data show **2,192** overdose deaths in **2024** (rate: **31.7 per 100,000**).
- Most fatal overdoses happen in a residence. Support and treatment can save lives.

Source: NYC Department of Health and Mental Hygiene, Epi Data Brief No. 142 (2023) and Epi Data Brief No. 150 (2024, provisional).

Need Help Now?

Optum (MAP & Care Support): (844) 884-1852

Benefits questions?

Substance Use Disorder Helpline: (855) 780-5955

Fund Office: (718) 223 – 4313 | Email: info@nypl1f.org

How to Use Your Benefits

- **Start with the Member Assistance Program (MAP):** Confidential support for \$0 copay, available 24/7. You do not need to be enrolled in a medical plan to use MAP services.
- **MAP sessions:** Eligible members, spouses/dependents, and household members can receive up to **6 no-cost sessions** for MAP services.
- **Treatment services through Optum:** Includes outpatient counseling (including virtual visits) and inpatient care, as clinically appropriate.
- **Pre-authorization for inpatient detox/treatment:** Call Optum at (844) 884-1852 to obtain approval so the plan can pay the full benefit amount.

Confidentiality

Your privacy matters. We are required by applicable federal and state law to maintain the privacy of your health information.

BE SURE YOU CONTACT OPTUM BEFORE YOU RECEIVE TREATMENT

Optum: Member Assistance Program (MAP)

If you're looking to achieve a better work-life balance, your MAP offers confidential support, for \$0 copay, regardless of whether you're enrolled in a Plumbers Local Union medical plan. Your Member Assistance Program (MAP) is designed to provide confidential support for those everyday challenges - available around the clock — anytime you need it. Any member, spouses/dependents and household members are eligible for up to 6 no cost sessions for MAP services.

See below for additional in and out of network Mental Health/Substance Use Disorder treatment. Accessing your Member Assistance Program is easy and available 24 hours a day by calling 1-844-884-1852. When you call, a specialist will listen to your needs and connect you to the appropriate resources. A specialist will ask you a few questions to help identify the nature of your problem and the appropriate resources to address it.

Optum: Substance and Mental Health Treatment Services

You can receive additional in-network and out-of-network mental health and substance use benefits from Optum. The following services are covered:

- Individual and family counseling services at an outpatient treatment facility, an in-network provider or through virtual visit technology.
 - Inpatient care
 - Out-of-network outpatient treatment.
- Hazelden Betty Ford: Referral and treatment walk in or by phone or email Hope@HazeldenBettyFord.org
 - Chelsea Location - 322 8th Ave, 12th Floor or Tribeca Location - 282 W Broadway
 - Take the first step, call to speak with a recovery expert (855) 348-7018 - Available 24 x 7

Obtaining Pre-Authorization: You must pre-authorize inpatient detoxification and treatment in order for the Plan to pay the full benefit amount. To receive pre-authorization, call Optum at (844) 884 – 1852. A care advocate will refer you to the appropriate hospital, facility or provider and send written confirmation of the authorized services.

Your Benefits at a Glance

When you receive care from an **in-network** provider or facility, you pay **nothing** for substance use disorder treatment services (and most mental/behavioral health services), except an occasional \$25 copay for certain office visits.

Service	In-Network	Out-of-Network
Substance Use Disorder Outpatient Services	No charge	20% after deductible
Substance Use Disorder Inpatient Services*	No charge	20% after deductible
Mental/Behavioral Health Outpatient Services	Office visit: \$25 copay/visit Other outpatient: no charge	20% after deductible
Mental/Behavioral Health Inpatient Services*	No charge	20% after deductible

**Important:* Benefits may be reduced by 50% up to \$2,500 if you do not obtain pre-authorization for inpatient services.

Tips for Avoiding Dishonest Treatment Programs

The need for substance use treatment has risen dramatically. Unfortunately, some programs are created primarily to take advantage of insured individuals in need of care. Watch for these common warning signs:

- Attractive websites with broad promises to “accept your insurance”
- Patient brokering
- Hijacking internet searches
- Frequent, unnecessary, and expensive drug testing
- Exploiting out-of-network repricing
- Promises to waive deductibles and copayments

SOMETIMES LIFE DOESN'T GO ACCORDING TO PLAN