



MEMBER ASSISTANCE PROGRAM

Collier County Sheriff's Office Cares About Our Members

What is the Member Assistance Program (MAP)?

The Member Assistance program (MAP) is a confidential service-based program. Easy access to counseling or treatment is a primary goal. Members should feel confident that their needs will be met professionally

What is the purpose of MAP?

The purpose of MAP is to provide members and their families with a confidential, readily-accessible resource for assistance in resolving conflicts and achieving personal goals

Is using MAP confidential?

Self-referral to MAP is confidential unless there is a significant and immediate danger to the member, the organization, or the public

Who is eligible to participate?

All members are eligible to participate in MAP

WITH group health insurance coverage:

The member and covered dependents are eligible to participate in the Member Assistance Program. Claims should be submitted through their group health insurance

- Five visits per calendar year are available (each session is one hour) at no cost to the member and covered dependents
- The member or covered dependents must use a PPO provider listed under "Psychologist" or "Psychiatrist" services

WITHOUT group health insurance coverage:

Members who do not elect group health insurance are still eligible to participate in the Member Assistance Program. This benefit is only extended to the member and not his/her dependents. These claims should be submitted to First Service Administrators, Inc. for payment.

- Five visits per calendar year are available at no cost to the member. Each session is one hour
- The member must use a PPO provider listed under "Psychologist" or "Psychiatrist" services

Who benefits from MAP?

Members

- Every member is valuable
- Members learn to take better care of themselves as well as others
- Restoration of mental and emotional well-being
- Renewing hopes, ambitions, dreams
- Realizing loved ones care for them and need them

Families

- Work problems may originate at home
- Family problems may originate at work
- Family problems often affect the spirit and health of the member

Organizations

- 80% of all medical problems have a stress, anxiety or psychological origin
- Alcohol and drug abuse costs businesses over 98 billion dollars per year
- Nearly 25% of American workers are substance abusers

What if I need to take time off work?

Absences from work while participating in the MAP are treated the same as any other medical absence. For all absences of four or more days, sick leave must be documented by a medical care provider within fifteen days. Supervisors are held to the same confidentiality requirements as for all types of medical absences.

What additional coverage is available through the CCSO health insurance?

Smoking cessation coverage, prior to deductible and depending upon the health plan you choose, covers a maximum amount of \$200 or \$250. This applies for treatment rendered by a PPO Provider.

Gross obesity coverage, prior to deductible and depending upon the health plan you choose, covers a minimum amount of \$250. Members may be eligible for a maximum coverage of \$850. This applies for treatment rendered by a PPO Provider.

Where can I seek treatment or assistance when necessary?

In-network facilities:

(coverage based on member's selected insurance plan)

David Lawrence Center (239) 455-8500 (24 hour access) (239) 435-0400 (Employee Assistance Services) <i>* Immediate assistance/assessments are available nights and weekends in the Emergency Services Unit DLC offers out-patient assistance/assessments in building C, Mon.-Thur., 8 a.m. to 5 p.m. and Fri. from 8 a.m. to 3 p.m.</i>	6075 Bathey Lane Naples, FL 34116
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Immokalee David Lawrence Center (239) 657-4434 <i>Business hours only</i>	425 N. First Street Immokalee, FL 34142
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NCH Behavioral Health (239) 436-5215 <i>Inpatient Program</i>	350 7th Street N. Naples, FL 34101
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Hazelden Florida (239) 659-2340 <i>Alcohol and drug addiction treatment</i>	950 6th Ave. N Naples, FL 34102
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Out-of-network facilities:

(contact the CCSO First Service representative for coverage)

The Willough at Naples (239) 775-4500 (800) 722-0100	9001 Tamiami Trail East Naples, FL 34113
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Behavioral Health of the Palm Beaches <i>(Public Safety program available)</i> (800) 390-4056 (9am to 5pm EST) (800) 784-6776 (after 5pm EST)	631 US Highway 1, Suite 304 North Palm Beach, FL 33408
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Ruth Cooper Center (239) 275-3222	2789 Ortiz Avenue Fort Myers, FL 33905
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Hot Line Numbers:

Project Help Hot Line	239-262-7227 or 1-800-329-7227
Central Florida Police Stress Unit	1-407-428-1800
National Suicide Prevention Hot Line	1-800-273-TALK (8255)
Ruth Cooper Center	239-275-4242
David Lawrence Center	239-455-8500
National Hopeline Network	1-800-SUICIDE (784-2433)

Websites:

David Lawrence Center	www.davidlawrencecenter.org
The Willough at Naples	www.thewilloughatnaples.com
Behavioral Health of the Palm Beaches	www.bhopb.com
Ruth Cooper Center	www.ruthcoopercenter.org
NCH Behavioral Health	www.nchmd.org

When traveling outside of Collier County but within the continental US:

Members can utilize the National Preferred Provider Network (NPPN) to search for providers. Visit their website at <http://provlookup.nppn.com>. Please be sure to verify participation prior to services rendered by contacting NPPN Customer Service at 1-800-557-1656.

Note: The Collier County Sheriff's Office can not ensure content accuracy of the NPPN website.

Internal Member Support:

The Sheriff's Office Peer Support Team is available to assist Agency members with issues of critical incident and personal distress. Agency members may contact the following active participants of the CCSO Peer Support Team. In most cases please call Communications to get team member's phone number.

Leslie Weidenhammer	Training/Team Coordinator	253-5315
Lt. Welch	Headquarters	253-5317
Eric Grundeman	Patrol Dist. 4	253-9300
Ari Mantalvanos	Patrol Dist. 1	253-9300
Julia Bennett	Corrections	253-9300
Angela Larson	Senior Services	253-9300
Jackie Borchers	Senior Services	253-9300
Tammy Taylor	CSI	253-9300
Caleb Thomas	Patrol Dist. 3	253-9300
Dwaine Parker	Aviation	253-9300
Rebecca Gonzalez	Crime Prevention	253-9300
Joan Capo	Corrections	253-9300
Dianne Flanagan	Communications	253-9300

How do I find a Collier County Provider?

Members can find information on providers on the Member Assistance web page on the CCSO website (www.colliersheriff.org) and also on the internet under Member Resources.

For more information, contact:

On-site Group Health Insurance Support

First Service Administrators, Inc. Representative

(239) 530-9650

(located in the Finance Division)

Group Health Insurance Administrator

1-800-226-3155

Peer Support Coordinator

Leslie Weidenhammer Training/Team Coordinator

(239) 253-5315



Collier County Sheriff's Office

SHERIFF KEVIN RAMBOSK

EMERGENCY 911 NON Emergency (239) 252-9300

www.colliersheriff.org