

How to Access Services



1 Call 800-327-2251

Free, confidential, in-the-moment support is available 24/7 to help with personal or work-related problems that may interfere with your job or family responsibilities. A BHS Care Coordinator will confidentially answer your call, understand your need, assist with any emergencies and connect you to the appropriate resources. They will then follow up with you to ensure your satisfaction and progress.



2 Text 800-327-2251

Text BHS to ask a question about the program, get in-the-moment support (routine needs only) or initiate services. All texts will be answered within one (1) business day.*

To start a conversation, simply send a text and use one of the following hashtags:

#BEBETTER to connect with a master's level Care Coordinator

#WORKLIFE to connect with a Work-Life Resource specialist



3 portal.BHSONline.com -username: MedCenter

The MyBHS Portal provides access to services, contains information about your program and offers unlimited access to more than 500,000 tools, resources and trainings on a variety of well-being and skill-building topics.

Connect with a BHS Care Coordinator

Live Chat connects you with an available BHS Care Coordinator to answer questions, provide in-the-moment support or to initiate services.

Or, fill out the **Service Request Form** and a BHS Care Coordinator will respond within one (1) business day.

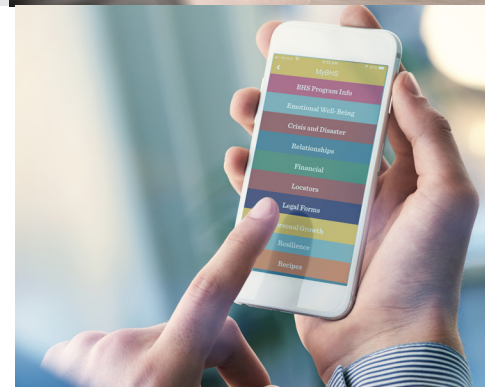


4 The BHS App

One-touch Dialing - Call our toll-free number 24/7 to speak with a BHS Care Coordinator for urgent needs.

Ask a Question - Submit a question or request services and a BHS Care Coordinator will respond within one (1) business day.

Access the MyBHS Portal - Contains information about your program and unlimited access to more than 500,000 tools, resources and trainings on a variety of well-being and skill-building topics.



* Text messages are answered during regular business hours, Monday - Friday 8am - 8pm EST, excluding holidays. Text users must be 18 or older. Not available for California residents. Text services are not intended for emergencies or urgent issues - please call 9-1-1 or 800-327-2251 for immediate help.

