



Navigating Recovery with Peer Advocates

Session Focus

- I. Who is MAP Health? 3
- II. What is Peer Support? 4
- III. The MAP Difference 5
 - MAP Advantages 6
 - MAP Advocate Profile 7
 - Program Details 8
 - MAP Mobile App 9
 - Program Participant Demographics 10
 - Testimonials 11
- IV. Our Partnership with Cigna..... 12
- V. Contact MAP 13
- VI. Q&A



Connecting to others with similar, shared experience is central to developing the empowerment skills to address any behavioral health challenge. MAP Peer Recovery Support Service provides a way for people seeking support to develop and maintain connection through shared experience.

Since 2011, MAP's mission has been to leverage our extensive lived experience in behavioral health and substance misuse to improve personal connection, community health, and healthcare outcomes.

350,000+

Peer-led engagements

300+

Years of collective sobriety
across MAP Peer Advocates

Peer Recovery Support

Peer recovery support is known for providing non-clinical support, which can include activities that engage, educate and support the individual as they make the necessary changes to recover from mental health conditions and/or substance use disorder.

- ✓ Declared an evidence-based practice by CMS in 2007
- ✓ Increased engagement rates
- ✓ Improved quality of life
- ✓ Lowered overall medical costs



Peer Advocates provide valuable guidance by sharing their own experiences in recovery

1. **Helping** to build skills
2. **Assisting** and addressing specific needs
3. **Improving** social connectedness
4. **Helping** to identify new positive social environments



The MAP Difference

Unique Advantages to MAP's Peer Recovery Support Services

MAP Peer Support Differentiators	Description	MAP Peer Services	Traditional Peer Models ¹
24/7 Availability	Program participants have unlimited access to a Peer Advocate at any time of day, 7 days per week.	✓	✗
Integrity to the Model	Peer Advocates are certified and specifically trained as Peer Coaches with an internal training curriculum designed to maintain and improve engagement.	✓	✗
Peer Matching	Careful consideration in pairing program participant with the right Specialist, with attention to gender, age, sexual orientation, socioeconomic factors, and other considerations.	✓	✗
No Geographic Constraints	Telehealth allows for on-demand engagement regardless of location.	✓	✗
Dedicated Support for Family	MAP Peer Advocates engage a program participant's primary support network (family/friends/significant other) if desired.	✓	✗
Data Reporting Capability	MAP Peer Advocates are collecting and documenting data insight daily, helping to identify risk levels, monitor improvement and help inform a program participant's social determinants of health.	✓	✗

1) Primarily face-to-face meetings/community programs/sponsor models



MAP Advocate Profile

NCPRSS Certified Through the National Certification Commission for Addiction Professionals

- Qualifications
 - Individual must have GED, High School Diploma or higher
 - Current certification issued by state or credentialing authority
 - Minimum of 1-year full time direct practice (voluntary or paid) in peer recovery
 - Minimum of 60 contact hours of peer recovery focused training and education
 - **Minimum of 3 years of self recovery**
 - Pass the NCPRSS exam within 4 years of application

All MAP Peer Advocates are full-time employees of MAP with full benefits.

Program Details

Service	Frequency
Program Participant Sessions Monthly 1:1 with MAP Advocate	unlimited
Consent/ Primary Support Sessions Monthly	unlimited
24x7x365 Inbound Peer Support Line (for program participants and consents/beneficiaries)	unlimited
Weekly Group Sessions	unlimited
MAPCares mobile app for recoveryself- management (separate app for program participantsand primary supports)	included

By enrolling in MAP, enrollee's have full access to all service offerings in a monthly, all-inclusive capacity.



MAPCares | Recovery App

MAPCares is a mobile app intended to connect those in recovery, and their primary supports through a shared network. MAP uploads new content twice a day and encourages users to comment and interact.

MAPCares Primary Features

Track recovery milestones	✓
“Challenges” for personal goal achievement	✓
Gratitude Journal	✓
Content feed of sobriety related inspiration/support	✓
Push notifications to receive reminders	✓
Ability to connect with others with similar experiences	✓
Private message other app users	✓
Survey questions	✓
Access to a 24x7 SOS line	✓
Share stories, tips, strategies, and successes	✓
Receive and provide support across the app’s community	✓



Participant Demographics and Engagement

70%

Average monthly engagement

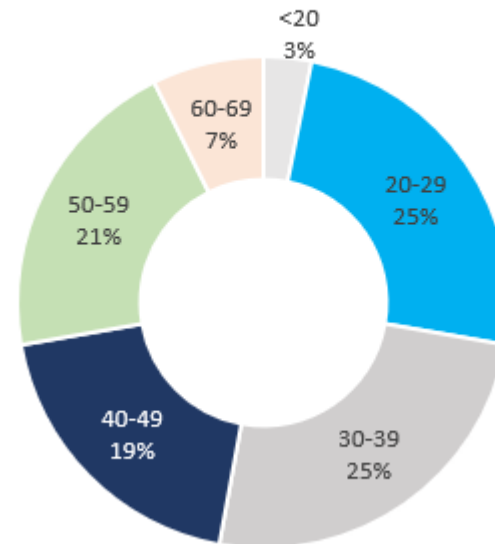
60%

Enrollees report depression and/or anxiety

41 Years Old

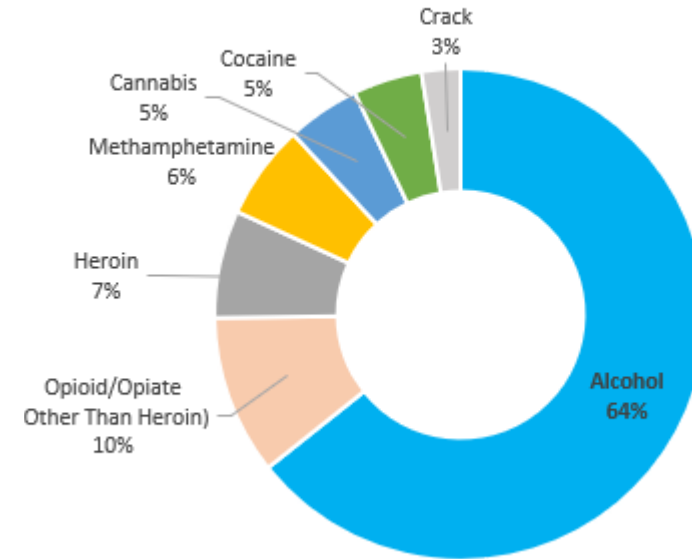
Average age of enrollee

Age Group



MAP supports all program participants 13 years and older

Primary Drug of Choice



MAP supports all drugs of choice, with alcohol accounting for 2/3 of all program participants

Testimonials

Program Participant Comments:

I just enjoy talking to Kevin and I know that if I call MAP someone is there to answer...

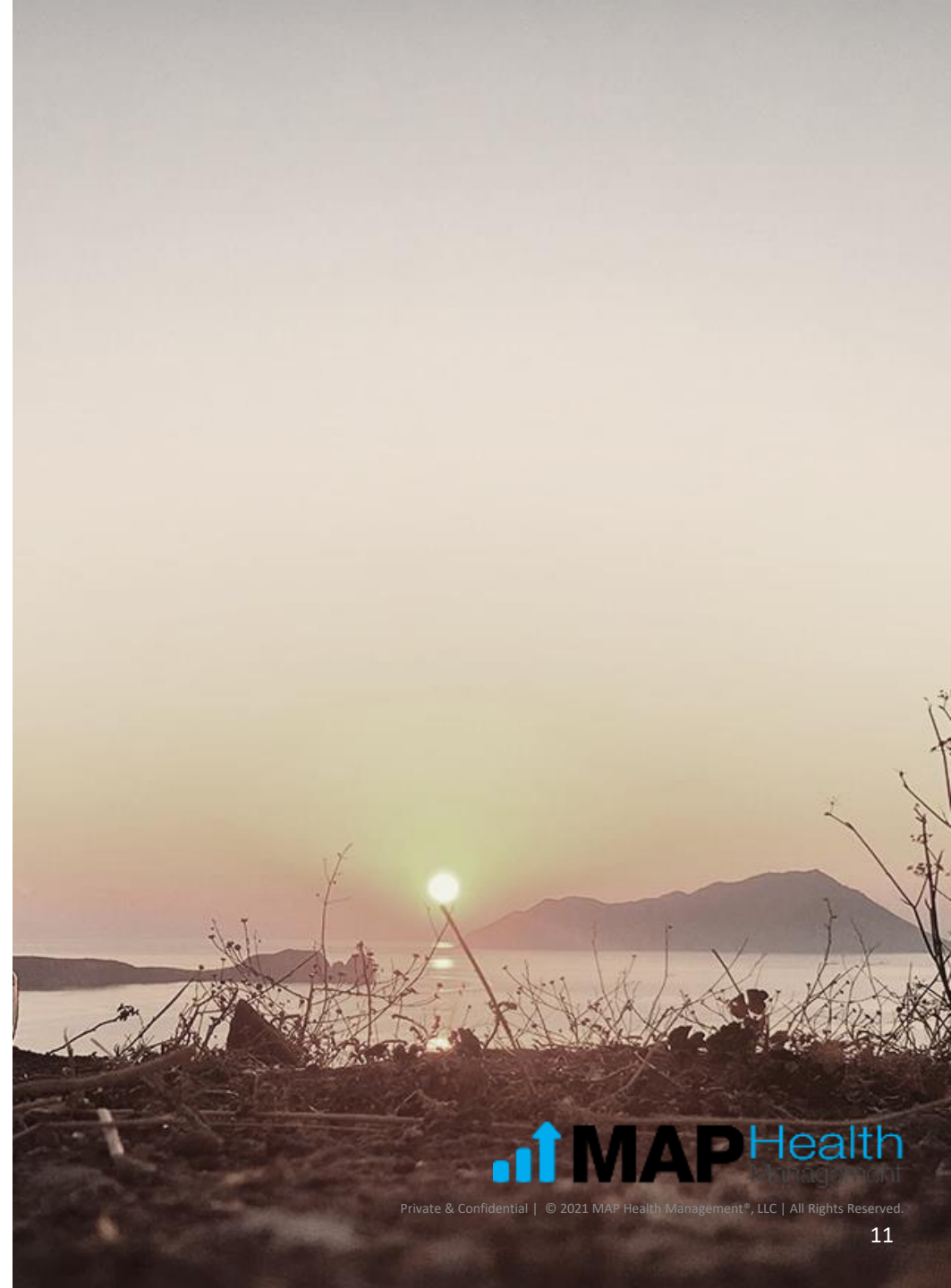
I love Lacey, she is so easy to talk to...

Kaci is phenomenal and become like a friend...the consistency has been great, the support is very comforting...

It was nice to have an unbiased person who understood what it was like to be an addict to talk to...

It's wonderful – I have been telling people about MAP in my IOP group...

You are always there when I need you...

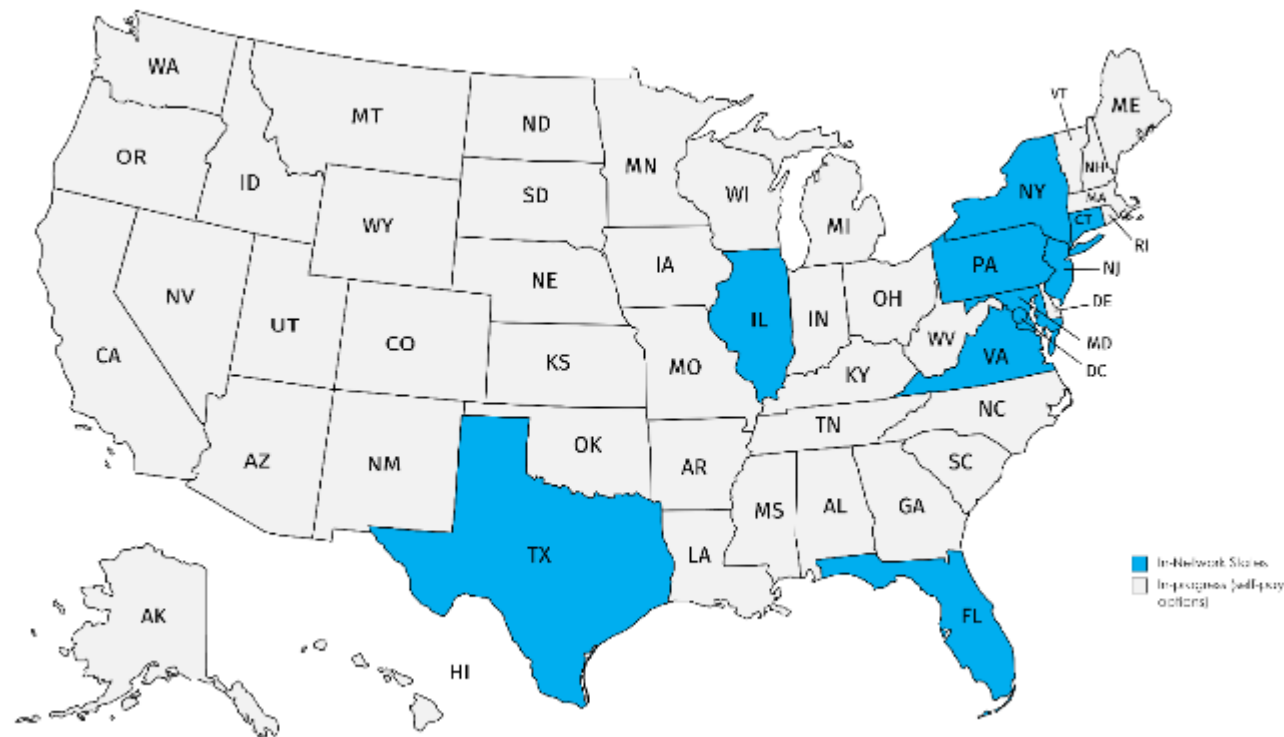


Partnership with Cigna

MAP Health Management has partnered with Cigna to provide long-term, extended support for individuals recovering from addiction.

Currently In-Network coverage is offered in 10 markets, but there are additional options available for program participants outside the 'In-Network' markets.

Please reference the contact information on the following page for further information.



For Further Information

Check out MAP's website:
www.thisismap.com

For specific information related to MAP Peer Advocates and how MAP can help (plus some videos), you can bypass the website landing page for the following:

<https://www.thisismap.com/seeking-support>

Or go directly to MAP's 'Contact Us' page:

<https://www.thisismap.com/about-us/contact-map-health-management>



Measure. Act. Prevent.



QUESTIONS?

Cigna Behavioral Health Awareness

If you are a Cigna customer and have questions about Substance use treatment or about your benefits and how to use them, please contact:

Stephanie Gissal – 800.274.7603 x398516

Alex Turner – 800.274.7603 x513597

Wanda Russell – 800.274.7603 x342063