

BarCARES for the NCBA PARALEGAL DIVISION

BarCARES is a confidential, short-term, counseling program provided cost-free to paralegals that are members of the NC Bar Association Paralegal Division. Each participant receives up to three free visits yearly. Any member of your immediate family may use your visits through the program if you wish.

The **BarCARES** program was created in 1995 as a no-cost way of helping attorneys locate assistance in dealing with any problems that might be causing them distress. We are pleased that BarCARES is now available to Paralegal Division members. The goal is to help you find the resources to ease the stress that interferes in your life, since at times all of us have problems in our personal lives or at work. Early assistance in resolving these problems improves the quality of both our personal and professional lives.

The **NCBA Paralegal Division BarCARES Program** is there to help you and your family members, by providing confidential assistance and brief, solution-oriented counseling.

The program can be used for problems such as:

Personal Issues

- crisis intervention
- depression and anxiety
- substance abuse (drug or alcohol)
- financial concerns
- career counseling

Family Issues

- marriage or relationship issues
- children or adolescents
- parenting
- family conflict

Work Functions:

- professional stressors
- office related stress
- conflict resolution

Sessions: The three sessions can be used to provide assistance in resolving problems or accessing the appropriate source of help. Sometimes three sessions will be enough to take care of a problem. If it looks like the problem may require a longer term solution, the initial visits may be used to help identify the problem, to develop goals and a plan, and to access an appropriate resource, often covered under your health insurance plan.

Every effort will be made for you to see a counselor who is also an approved provider under your group insurance, in the event you wish to continue after the program visits are used. Counselors are located in all major metropolitan areas across the state. In distant areas where there are no nearby counselors, telephone consultation is available through the **BarCARES** program.

Confidentiality: If you use **BarCARES**, no one will know but you and anyone you choose to tell. The counselors who are part of the program are licensed professionals, and bound by the confidentiality requirements of their professions. Funding for the **Paralegal Division BarCARES Program** is made possible by your NCBA Paralegal Division membership, the NC Bar Association, Lawyers Insurance Agency, and the NC Bar Association Foundation Endowment. However, these groups have no access to names or other identifying information of any program user.

Questions: The **BarCARES FAQ Sheet** will answer additional questions you may have about BarCARES. You may also contact the program coordinator for HRC Behavioral Health & Psychiatry, PA (HRC), the group that administers the BarCARES Program, at the number below to ask about the program and services.

BarCARES Coordinator: 800-640-0735

BarCARES® providers are currently available to service program members in the following North Carolina counties:

**Alamance
Buncombe
Camden
Chowan
Craven
Cumberland
Currituck
Dare
Durham
Gates
Forsyth
Guilford
Mecklenburg
New Hanover
Orange County
Pasquotank
Pender
Perquimans
Pitt County (eff.1/09)
Wake**

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No BarCARES provider for your county?

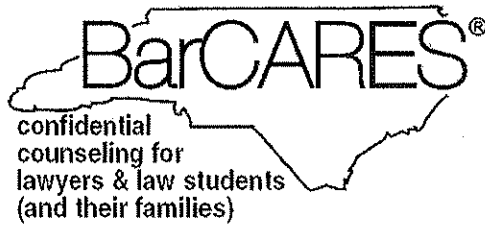
HRC is working to establish BarCARES providers in other North Carolina counties. In areas where there are no providers, telephone consultation is available through the BarCARES Program.

Call BarCARES for a Referral:

1-800-640-0735

HRC Behavioral Health & Psychiatry, PA (HRC)

<http://hrc-pa.com/barcares.html>



ANSWERS TO FREQUENTLY ASKED QUESTIONS

1-800-640-0735

How do I access my free BarCARES counseling sessions?

You can access your three free annual BarCARES counseling sessions by calling the **confidential BarCARES assistance line (1-800-640-0735)**. Your call will be received by a BarCARES service representative at HRC Behavioral Health & Psychiatry, PA, 24 hours a day, 7 days a week. Following the call, the BarCARES service representative will work to arrange an initial session between you and a BarCARES counseling provider in your local area. Subsequent BarCARES counseling sessions are arranged directly between you and your BarCARES counseling provider, and can be used to resolve problems or determine how to access other sources of help.

What if I don't work/live near a provider?

In distant areas where there are no nearby counselors, telephone consultation is available through the **BarCARES** program. Telephone counseling is not covered under traditional insurance plans.

Can my family use my BarCARES counseling sessions?

Some bar groups have chosen a plan that allows immediate family members to use one or all of their three cost-free annual BarCARES counseling sessions. The BarCARES service representative will let you know if your specific bar group allows family members to participate.

Does my problem have to be work-related to use BarCARES?

BarCARES believes that any problem which is causing you concern can negatively impact your job performance. Therefore you can use BarCARES visits for work-related problems, marital issues, parenting and family concerns, or any other issue that takes your mind off of doing a good job for your clients.

Who pays for my BarCARES counseling sessions?

Three annual BarCARES counseling sessions are provided at no cost to you by funding provided by your bar group membership or law school. The NC Bar Association and Lawyers Insurance Agency fund administrative fees for the program. None of these groups have access to names or other identifying information of any program user.

Who are the providers of BarCARES counseling sessions?

The statewide BarCARES provider network consists of licensed counseling professionals across North Carolina. The network includes psychologists, psychiatrists, social workers, and marriage and family therapists.

HRC Behavioral Health & Psychiatry, PA, which is one of the oldest and largest clinical practice groups in the southeast, selects and credentials each counseling professional before he or she is able to join the statewide BarCARES provider network. Therefore, you can be assured that each counseling professional in the BarCARES provider network has strong professional references and the appropriate credentials needed to practice mental health and/or behavioral health in the state of North Carolina.

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Can I continue with my BarCARES provider after I have used my three sessions?

Yes. You may elect to continue services with your BarCARES counseling provider on a private basis after the annual three BarCARES counseling visits have been used. In this case, you should work directly with your BarCARES provider to establish continuing services under his or her normal private practice format and fee structure. At your request, every effort will be made by HRC Behavioral Health & Psychiatry, PA to place you with a BarCARES counseling provider in your local area whose services will be covered by your regular insurance plan.

Can I see my regular counselor or mental/behavioral health provider under BarCARES?

Only those licensed counseling professionals that have been approved by HRC Behavioral Health & Psychiatry, PA are eligible to provide cost-free counseling sessions to you under the BarCARES program. This helps assure the quality of the statewide BarCARES provider network and ensures that you will be meeting with a highly referred, credentialed counseling professional.

However, we are open to reviewing additional locally recommended providers across North Carolina for inclusion in the statewide BarCARES provider network. If your regular mental/ behavioral health provider is interested in participating in the network, they may contact Anne Arberg at HRC Behavioral Health & Psychiatry, PA. She can be reached at 1-800-640-0735, locally at 919-929-1227, or by email at aarberg@aol.com. Please note that it may take 1-3 weeks to review and approve new BarCARES counseling providers.

Who will know about my counseling visits under BarCARES?

Unless you tell someone, the only people that will know about your use of your BarCARES counseling sessions are the BarCARES service representative at HRC, who connects you to a BarCARES provider in your local area, and the licensed professional providing BarCARES-sponsored counseling services to you.

How does BarCARES maintain the confidentiality of its users?

Confidentiality is at the core of the BarCARES program. BarCARES maintains the confidentiality of program users by administering the program through HRC Behavioral Health & Psychiatry, PA, one of the oldest and largest clinical practice groups in the southeast. HRC Behavioral Health & Psychiatry, PA and the statewide BarCARES counseling provider network are groups of licensed professionals bound by the confidentiality requirements of their professions. HRC does collect anonymous statistics (all names and other identifying information are removed), and reports quarterly to the Board of Directors of BarCARES of North Carolina, Inc. (BCNC) on the utilization for each BarCARES program. This is done for program review purposes and to ensure continuing improvement of the program. BCNC is a nonprofit corporation founded to implement BarCARES throughout North Carolina, and to monitor the overall operation of the BarCARES program. BCNC contracts with HRC to administer the BarCARES Program.

Who do I call for support or questions regarding the BarCARES program?

For support or other questions regarding the BarCARES program, contact Anne Arberg, Program Coordinator for HRC Behavioral Health & Psychiatry, PA. Anne can be reached at 1-800-640-0735, locally at 919-929-1227, or by e-mail at aarberg@aol.com.

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