

A Review of Your Well-Being Solutions Employee Assistance Program

Provided by ComPsych



COMPSYCH[®]
GuidanceResources[®] Worldwide



Agenda

- **Program and Service Overview**
- **GuidanceResources Online**
- **User Experience**
- **Additional Services/Resources**
- **How to Connect?**



Well-Being Solutions Employee Assistance Program



Integrated program allows us to be the single source for:

- 5 Free Confidential Counseling Sessions Per Issue
- Legal information and resources
- Financial information, resources and tools
- Information, referrals and resources for work-life needs
- Online information, resources and tools

SONM Benefits: Providing you tools to live a healthier life.

Contact Us... Anytime, Anywhere
No cost, confidential solutions to life's challenges.

Confidential Emotional Support
You may receive up to 5 free EAP sessions. Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:
- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/trust concerns

Work-Life Solutions
Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:
- Finding child and senior care
- Hiring movers or home repair contractors
- Planning events, locating pet care

Legal Guidance
Talk to our attorneys for practical assistance with your most pressing legal issues, including:
- Divorce, adoption, family law, wills, trusts and more
- Need representation? Get a free 30-minute consultation and a 25% reduction in fees.

Financial Resources
Our financial experts can assist with a wide range of issues. Talk to us about:
- Retirement planning, taxes
- Refinancing, mortgages, insurance
- Budgeting, debt, bankruptcy and more

Online Support
GuidanceResources® Online is your 24/7 link to vital information, tools and support. Log on for:
- Articles, podcasts, videos, webinars
- On-demand trainings
- "Ask the Expert" personal responses to your questions

Your Well-Being Solutions EAP program is provided by GuidanceResources and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all our employees and their household family members.

24/7 Support Resources

Contact Your Well-Being Solutions Employee Assistance Program
SONM Benefits: Providing you tools to live a healthier life.
Call: 833.515.0771 TTY: 800.697.0353
Online: guidanceresources.com
App: GuidanceNow™
Web ID: SONMEAP
*Not available in all states. Administered by ComPsych.

SONM Benefits: Providing you tools to live a healthier life. **GuidanceResources®**

What is your Well-Being Solutions Employee Assistance Program?

What happens when I call?
When you call, you will speak with a GuidanceConsultant™, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultant will provide the name of a counselor who can assist you. You can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

What counseling services does the Well-Being Solutions provide?
Your Well-Being Solutions program provides five short-term counseling (up to 5 sessions) with counselors in your area who can help you with your emotional concerns. If the counselor determines that your issues can be resolved with short-term counseling, you will receive counseling through your Well-Being Solutions program. However, if it is determined that the problem cannot be resolved in short-term counseling in the Well-Being Solutions program and you will need longer-term treatment, you will be referred to a specialist early on and your insurance coverage will be activated.

Can my children use the Well-Being Solutions?
Yes. Your Well-Being Solutions program is a confidential benefit for employees and their household family members.

Are the services confidential?
Yes, your Well-Being Solutions program is strictly confidential. No information about your participation in the program is provided to your employer.

Why might my family or I use the services?
There are many reasons to use these services. You may wish to contact your Well-Being Solutions program if you:
- Are feeling overwhelmed by the demands of balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care concerns
- Have legal or financial questions
- Have concerns about substance abuse for yourself or a dependent

Here when you need us.
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Confidentiality

The program is strictly confidential

- Records are maintained by ComPsych
- General SoNM reporting: Summary of number of requests for assistance (quarterly):
 - Trends
 - High Level Demographic info
 - Presenting Issues



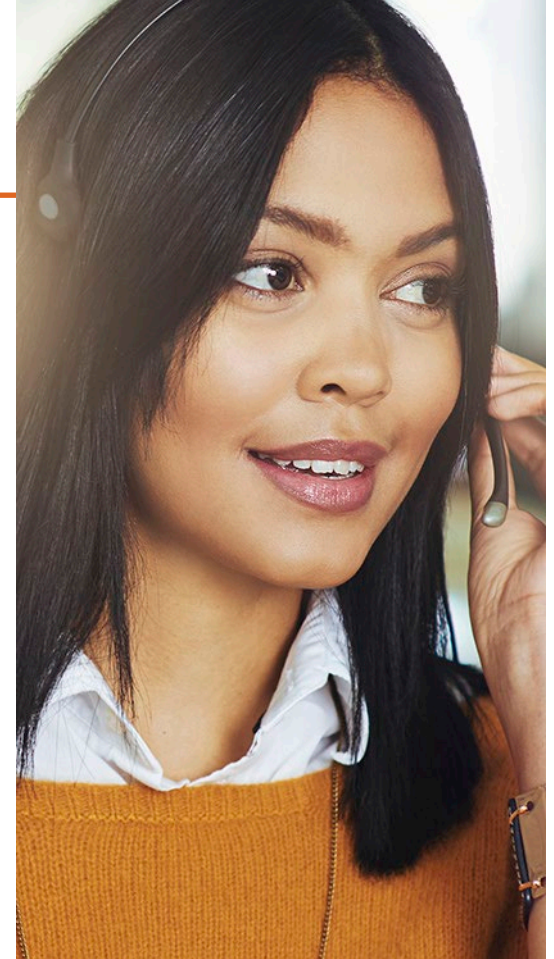
Confidential Counseling

Short-Term Counseling (EAP)

- Services can be accessed 24/7
- EAP counseling services available to employees and household members
- **5 Free Confidential Counseling Sessions**
- Address issues early
- No cost to the individual
- Confidential
- Voluntary

Long-term counseling

- Continuing treatment for long-standing/ongoing issues
- Refer to medical plan



Integrated Work-Life



FamilySource

- Unlimited Support
 - Child care
 - Elder care
 - Education
 - Government programs
 - Health/wellness
 - Personal convenience
 - Moving/relocation
- Customized referral packets; full research and availability checks
- Work-life kits available (baby, wellness, retirement, etc.)
- Online content and training resources



LegalConnect

- Unlimited consultation with in-house attorneys
 - Family law
 - ID theft
 - Custody
 - Real estate
 - Contracts
 - Tax questions
- Local referrals
 - In-person consultation
 - Discounted legal fees
- Online content and training resources



FinancialConnect

- Unlimited consultation with in-house financial experts
 - Budgeting
 - Debt
 - Credit
 - Tax issues
 - Retirement planning
 - Real estate
 - Estate planning
 - Saving for college
- Online content and training resources

Well-Being Solutions Employee Assistance Program Experience

Holistic, Comprehensive and Personalized Process



Individual/Manager accesses the program



GuidanceConsultant administers comprehensive assessment



GuidanceConsultant provides counseling resources



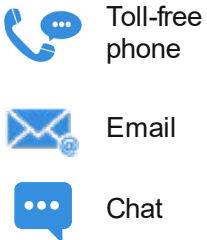
Individual is connected to other programs, as applicable



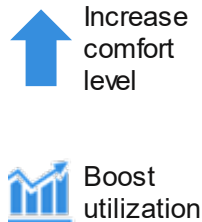
ComPsych follows up with the individual

Our Approach to Meeting Individuals “Where They Are”

Reducing barriers to access



Providing education about our services



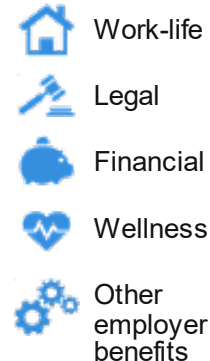
Ensuring connection to care

Multiple modes of counseling (face-to-face, video, telephonic, chat, text)

Provider profile match by “fit”, specialty and availability

Digital Resources also available (website, mobile app, etc.)

Connecting to other resources



Providing follow-up & support

Within 3-5 days for a routine referral

Within 48 Hours for urgent cases

Outcome surveys sent to assess program impact and experience

Optimizing Care Through Technology

GuidanceResources Online & GuidanceNow Mobile App



Get EAP Counseling authorizations and schedule appointments



On-demand training modules available anytime



Special topic centers for individuals facing similar issues



Content is organized by life event to reflect common searches



Click to chat or email with master's-level Guidance Consultants



Discounts through partners for commonly used services



Lookup local child/elder care, attorneys, financial experts

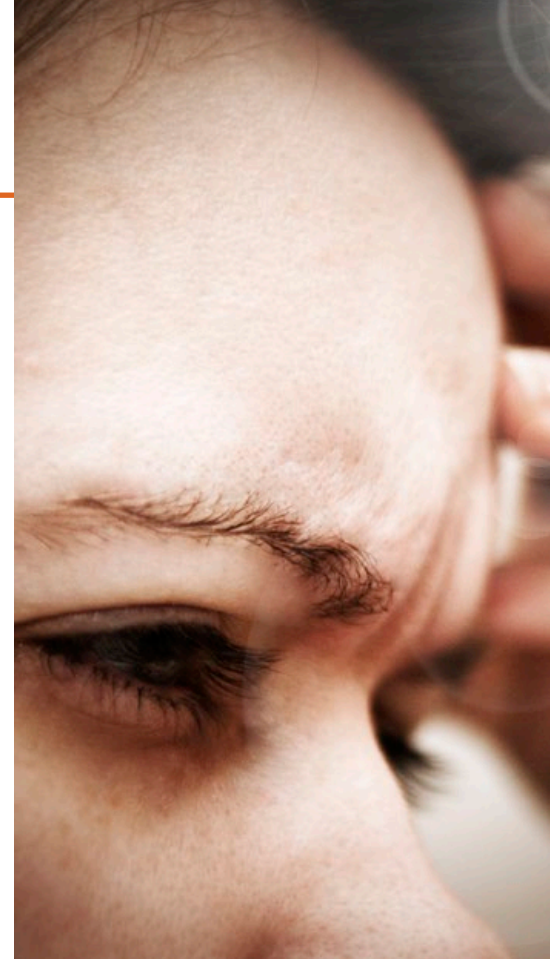


Crisis Portal offers immediate information, support and resources

Web site information
www.guidanceresources.com

Well-Being Solutions EAP Can Help You:

- Prevent small problems in your life from becoming big problems
- Control the negative effects of stress and uncertainty
- Feel happier
- Be more energetic
- Concentrate and perform better at work
- Offer assistance to people in your family, since they can access the EAP too



Contact Information

Well-Being Solutions Employee Assistance Program

SoNM Benefits: Providing you tools to live a healthier life.

Your single source for confidential support, expert information and valuable resources, when you need it the most.

Available 24 hours a day, 7 days a week

Call: **833-515-0771** TDD: 800.697.0353

Online: www.guidanceresources.com

Your company web ID: **SONMEAP**

