

An Introduction to the Employee Assistance Program (EAP)

Presented by ComPsych® Corporation

STAY AHEAD of Work-Life Challenges

Overview

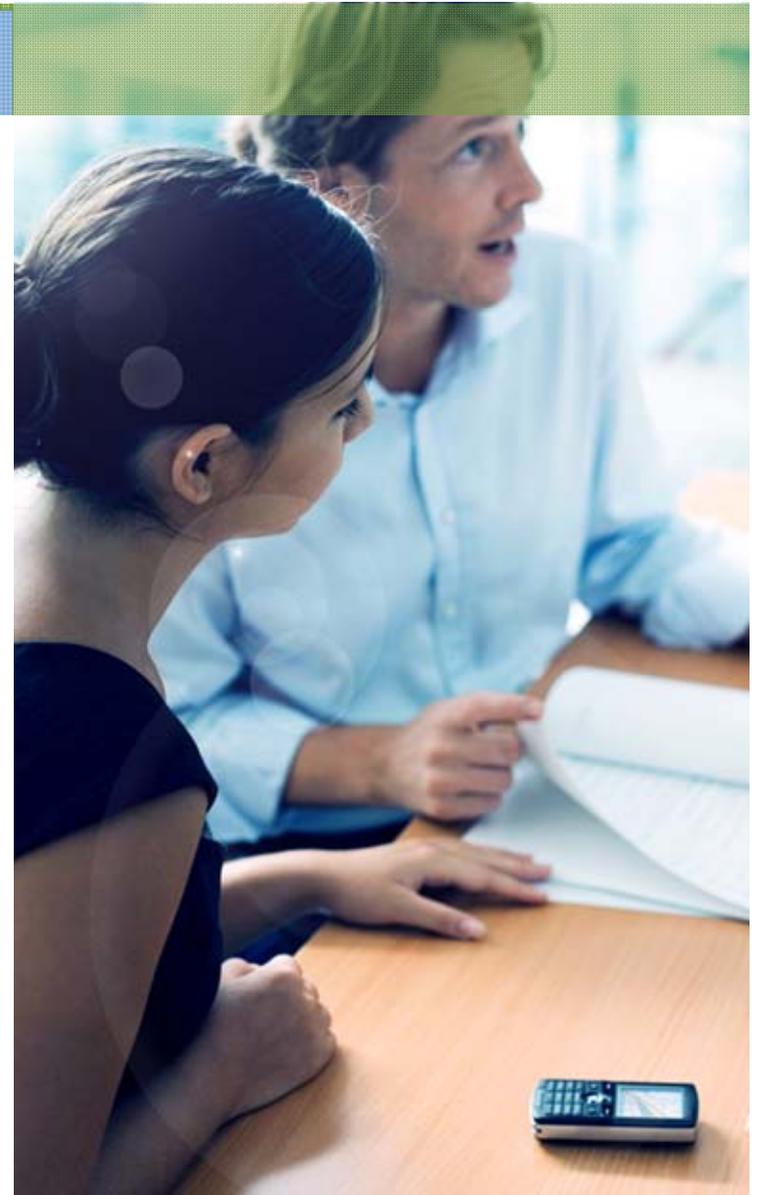
Founded in 1984

Largest provider of EAP services in the world

Coverage to more than 55 million individuals and 19,000 organizations throughout the U.S. and more than 120 countries

Leading provider of fully integrated EAP, legal, financial, and work-life services

Global service centers operate 24 hours a day



GuidanceResources®

Integrated GuidanceResources® allows us to be your single source for:

- › Confidential consultation on personal issues
- › Legal information and resources
- › Information, referrals and resources for work-life needs
- › Financial information, resources and tools
- › Online information, resources and tools



Confidentiality

The program is strictly confidential

Records are maintained by ComPsych®

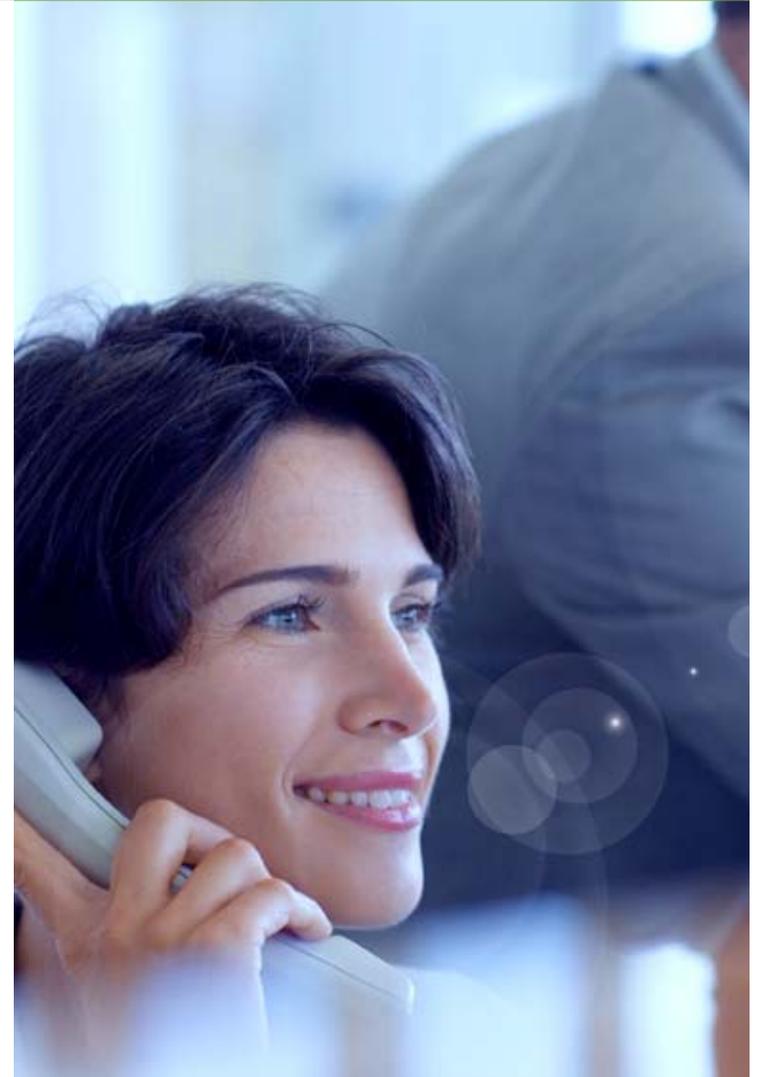
Summary of number of requests
for assistance provided to State
Employee Health Plan



Available 24 Hours a Day

Call us anytime for solutions!
888.275.1205, Option 7 (SAME)
TDD: 800.697.0353 (NEW)
Multilingual Support Available

Or Online:
www.GuidanceResources.com
Company Web ID: **SOKEAP**
Website available in English and Spanish



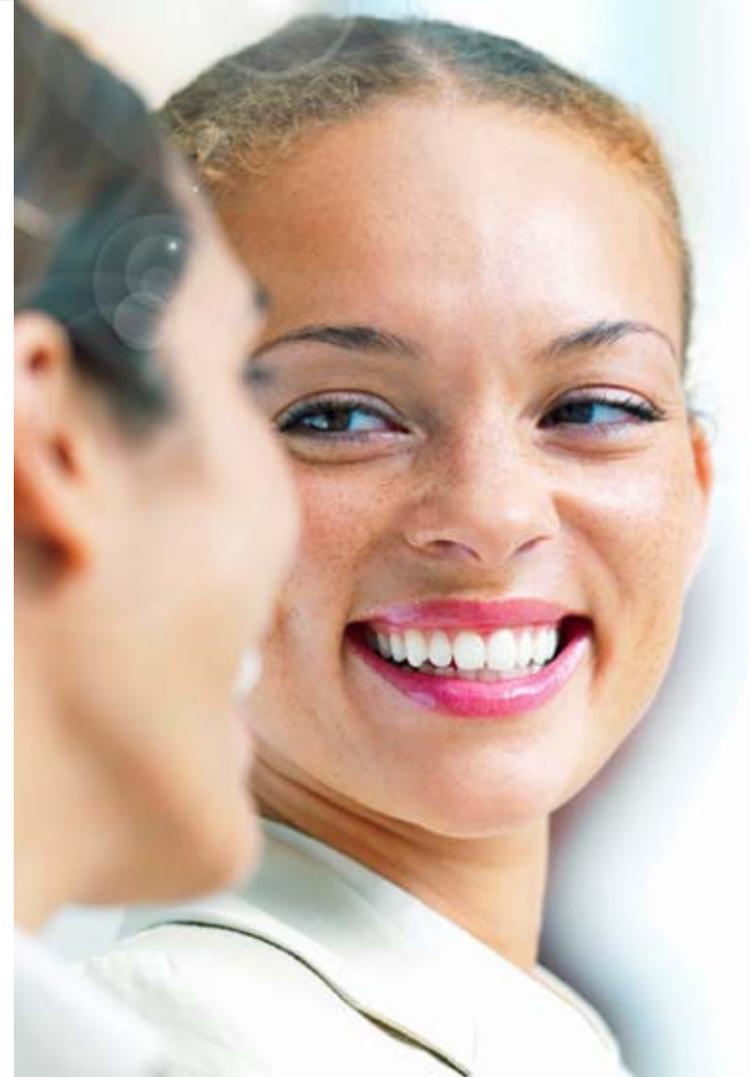
Confidential Counseling

Short-Term Counseling

- › Address issues early
- › No cost
- › Confidential
- › Voluntary
- › Up to 8 sessions per issue per year

Long-Term Counseling

- › Continuing treatment for long-standing issues
- › Refer to insurance



Legal Information and Consultation

Expert legal information from licensed ComPsych® staff attorneys

- › Unlimited telephonic access at no cost
 - Family law
 - Wills
 - Bankruptcy
 - Estate planning
 - Real estate
 - ID Theft
- › Local, quality referrals
 - 30-minute in-person consultation
 - 25% discount on legal fees



Financial Information and Consultation

Financial information from ComPsych® staff financial experts

- › Unlimited telephonic access at no cost
 - Budgeting
 - Income tax
 - Credit
 - Real estate
 - Debt
 - Retirement planning
- › Confidential and objective

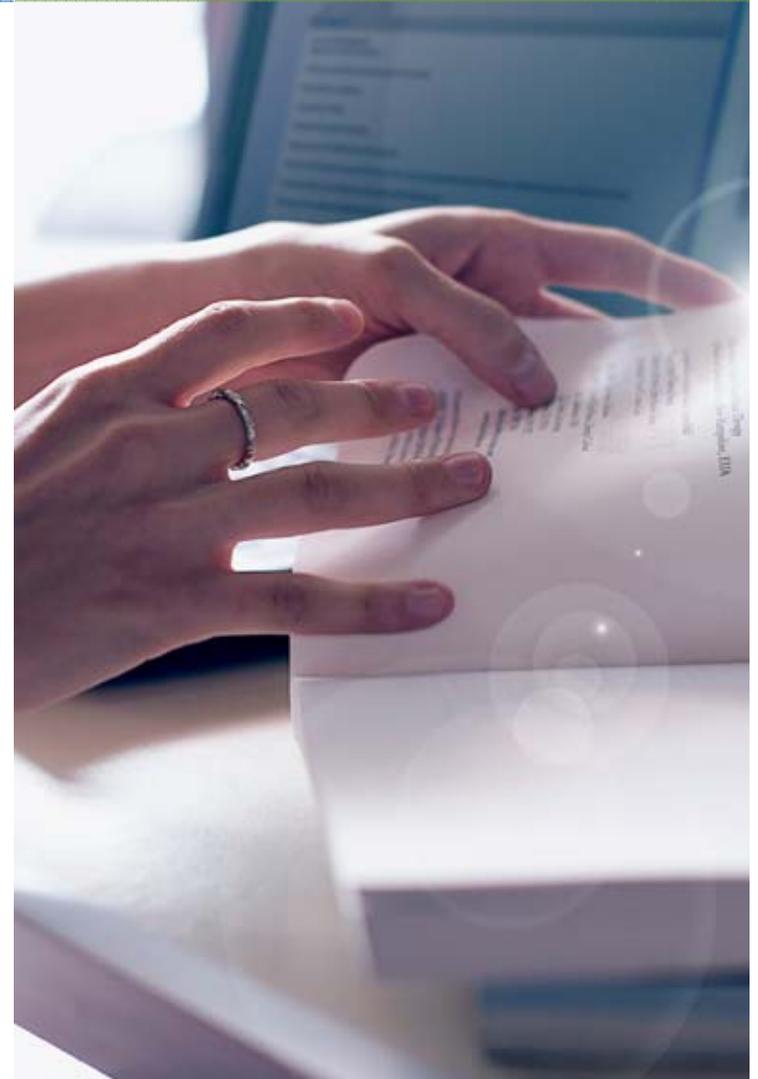


Work-Life Balance

Information, referrals and resources for work-life needs at no cost

Addressing work-life balance issues by providing practical information and referrals

- › Child and elder care
- › Educational options
- › Community information
- › Event planning
- › Home improvement
- › Buying/selling a home, relocation
- › Assistance with shopping and locating items



Online Information, Tools and Services

GuidanceResources® Online



COMPSYCH®
GuidanceResources® Worldwide

Log In [Help](#)

I have already registered:

Please select your country/language:
 [USA \(English\) »](#)

User Name

Password

Remember Me?

I am a first-time user

[I forgot my username](#)

[I forgot my password](#)

Welcome to GuidanceResources® Online

GuidanceResources Online is a comprehensive, interactive service that provides expert content and unique tools to assist you in every aspect of your life, all in a secure, easy-to-use, personalized environment.



GuidanceResources® Online is the recipient of the 2011 Davey Award, honoring creative excellence in websites and interactive media.



GuidanceResources® Online is the recipient of the 2010 and the 2012 International Stevie Award for website content, design quality and global user experience. GRO is also the winner of the 2012 Gold Galaxy Award for best customer website.



Download fast, easy access to GuidanceResources Online from your smartphone

ComPsych® Corporation
Employee Assistance Programs | Behavioral Health | Wellness | Work-Life | HR Solutions

[Privacy](#)
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Online Registration

GuidanceResources® Online

COMPSYCH®
GuidanceResources® Worldwide

Log In **Profile** Personalization Site Access

Registration: Profile

To register for GuidanceResources Online, simply fill in the areas below. If you do not know your Company/Organization Web ID, contact your human resources department; call GuidanceResources Online by telephone at (877) 595-5289; or [contact our member services department](#).

*** Required**

* Company/Organization Web ID ← **SOKEAP**

* User Name
(Select your own user name: 6-16 characters, no spaces.)

* Password
(Select your own password: 6-16 characters, no spaces.)

* Re-enter Password

* Security Question

* Security Answer

* Federal law requires that we ask if you are at least 13 years of age.
 I am at least 13 years old.
 I am under 13 years old.

[Need help registering?](#)

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Online Resources

The screenshot shows the GuidanceResources Online website. The header features the logo "GuidanceResources® Online" and "COMPSYCH® GuidanceResources® Worldwide". A navigation menu includes links for Home, Wellness, Relationships, Work & Education, Financial, Legal, Lifestyle, Home & Auto, My GRO, and Log Out. A search bar and a language selector for "USA (English)" are also present.

The main content area is divided into several sections:

- Alert: Breaking News and Information:** A red warning triangle icon is next to the text: "Winter Weather Resources. Winter storms are affecting many parts of the country. Get more information and the latest updates here."
- News Headlines:** Dated "January 7, 2014", it lists:
 - Meditation May Help with Anxiety, Depression
 - Mediterranean Diet May Protect Against Diabetes
 - "Dangerously" Cold Polar Air Reaches Eastern U.S.A link to "Browse the News Archive" is provided.
- Hot Topics:** Lists "Tips for Saving Money".
- Ask a Guidance Consultant:** Includes a photo of a woman and text: "Send a question or call 1-888-275-1205 (option 7) to request service."
- My Service Requests:** Includes a link to "Enter client details to view" and a list:
 - Certifications
 - Provider Contact Information
 - Managed Care Claims
 - Explanation of Benefits
- Recommended:** A section with tabs for "Most Viewed", "Top Rated", and "Newest". It lists:
 - Understanding Your Employee Assistance Program
 - Understanding Your GuidanceResources Program
 - What is broken heart syndrome?
 - Debt Settlement
 - Are there problems in your marriage?
- Featured Program:** Promotes "Write your will today!" with the "EstateGuidance®" logo.

On the left side, there are several utility sections:

- I'm Looking For:** A vertical list of icons and links for Counselor, Lawyer, Certified Financial Planner, Child Care Provider, Elder Care Provider, and College and University.
- Site Highlights:** Promotes "Write your will with EstateGuidance®".
- E-mail Newsletters:** Encourages signing up for newsletters and provides a link to "Read Archived Newsletters".
- Multimedia Resources:** Features "Understanding Your EAP" with a photo of two people and a link to "View More Multimedia".

Thank You for Attending

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: **888.275.1205, Option 7 (SAME)**

TDD: 800.697.0353 (NEW)

Multilingual support available

Online: **guidanceresources.com**

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