

A Review of Your Well-Being Solutions Employee Assistance Program

Provided by ComPsych

Plan Year January –December 2023



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/marital conflicts

Work-Life Solutions
Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care

Legal Guidance
Talk to an attorney 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
- Real estate, 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 Assistance Program
No cost, confidential solutions to life's challenges.

Call: 833.515.0771 TTY: 800.697.0353
Online: guidanceresources.com App: GuidanceNow™
Web ID: SONMEAP

24/7 Support Resources



What is your Well-Being Solutions Employee Assistance Program?

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.

Why provide the Well-Being Solutions program?
Because we care about our employees and their dependents. Your Well-Being Solutions can be used free of charge (up to 5 sessions) as needed when you or your dependents are facing emotional, financial, legal or other concerns.

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

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 free 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.

Here when you need us.
Call: 833.515.0771 TTY: 800.697.0353
Online: guidanceresources.com App: GuidanceNow™
Web ID: SONMEAP

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Contact Your Well-Being Solutions Employee Assistance Program

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

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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



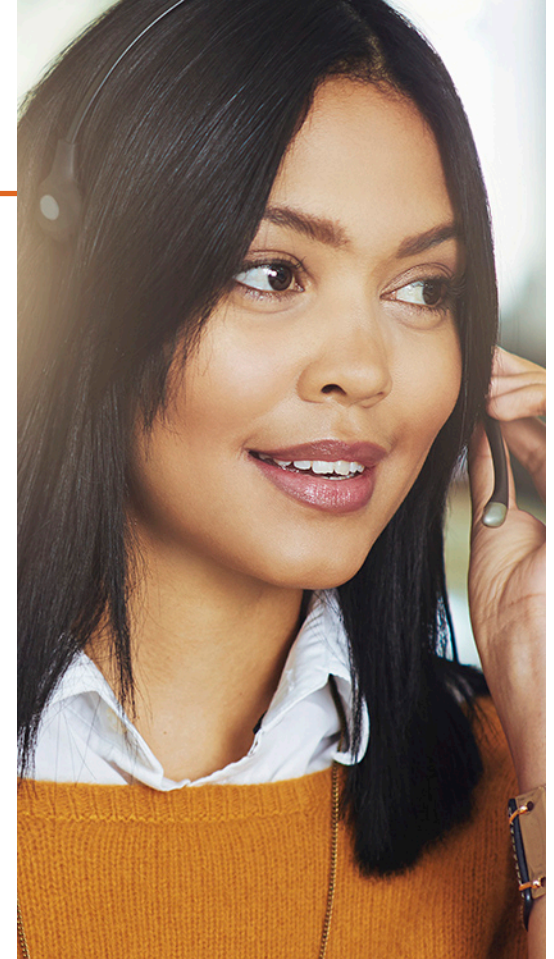
Confidential Counseling

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

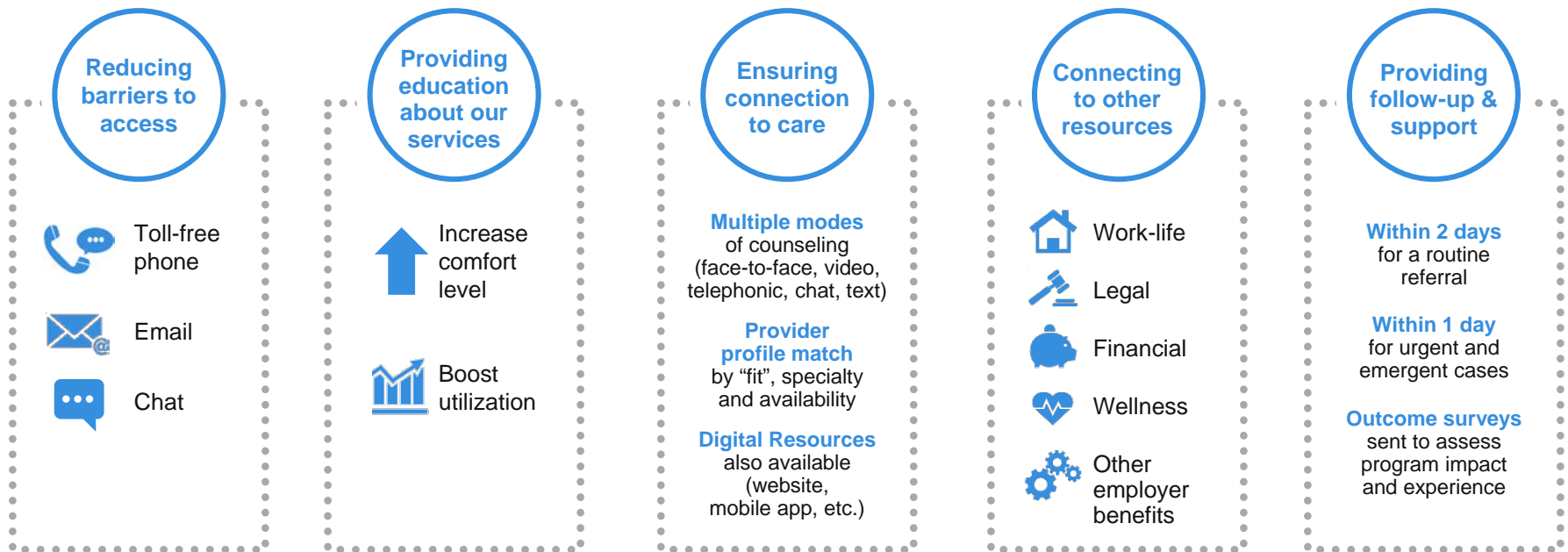
- Unlimited consultation with in-house financial experts
 - Budgeting
 - Debt
 - Credit
 - Tax issues
 - Retirement planning
 - Real estate
 - Estate planning
 - Saving for college
- Online content and training resources

Well-Being Solutions Employee Assistance Program Experience

Holistic, Comprehensive and Personalized Process



Our Approach to Meeting Individuals “Where They Are”



Optimizing Care Through Technology

GuidanceResources Online & GuidanceNow Mobile App



24-hour access to localized resources for 65 countries



Click to chat or email with master's-level GuidanceConsultants



On-demand training modules available anytime



Discounts through partners for commonly used services



Special topic centers for individuals facing similar issues



Lookup local child/elder care, attorneys, financial experts



Content is organized by life event to reflect common searches

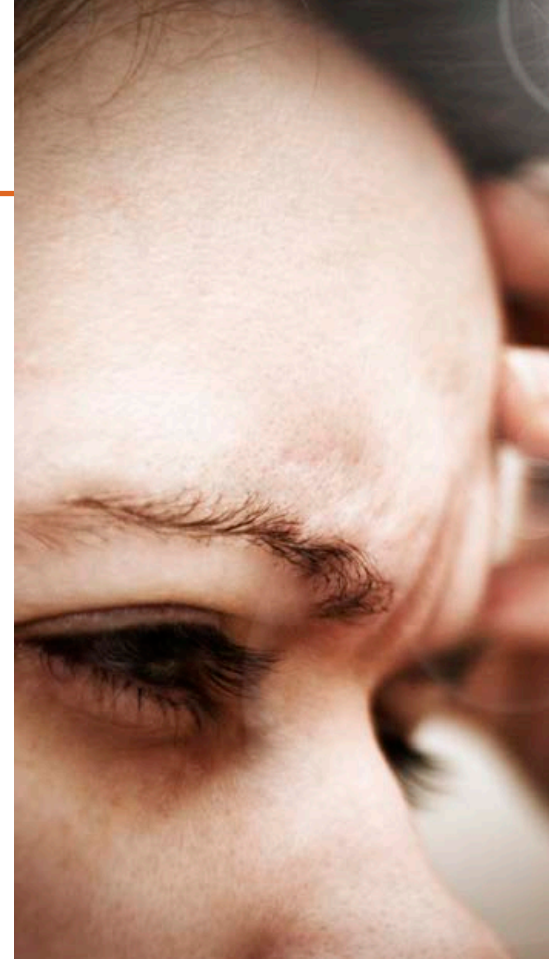


Crisis Portal offers immediate information, support and resources

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**

