

# An Introduction to GuidanceResources®

Your Life. Your Work. Your Best.®

COMPSYCH®  
GuidanceResources® Worldwide

# Overview

Founded in 1984 and grown to be the largest provider of EAP services in the world

Expansive and diverse customer base covering more than 163 million individuals and more than 78,000 organizations throughout the U.S. and more than 200 countries

Pioneer and leading provider of fully integrated EAP, legal, financial, work-life and wellness services under the GuidanceResources® brand

Global service centers staffed by dedicated clinical, legal financial, wellness, behavioral and work-life experts—24 hours a day

Leading provider of Critical Incident Services worldwide



# GuidanceResources®

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

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



# Confidentiality

The program is strictly confidential

Records are maintained by ComPsych®

Summary of number of requests for assistance



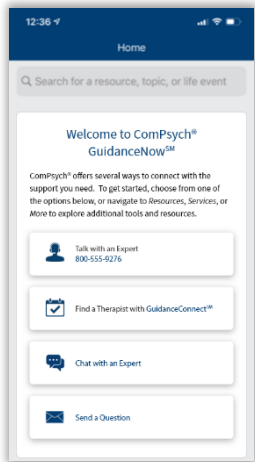
# Available 24 Hours a Day

Call us anytime for solutions: **844-393-4983**

Go Online: **GuidanceResources.com**

Company Web ID: **UMASS**

Download **GuidanceNow APP**



# Confidential Counseling

## Short-term Counseling (3 sessions)

- Address issues early
- No cost
- Confidential
- Voluntary

## 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 access
  - Family law
  - Wills
  - Bankruptcy
  - Estate planning
  - Real estate
  - ID theft
- Local, quality referrals
  - 30-minute consultation
  - Discounted legal fees



# Financial Information and Consultation

Financial information from ComPsych® staff financial experts

- Unlimited access
  - Budgeting
  - Income tax
  - Credit
  - Real estate
  - Debt
  - Retirement planning
- Confidential and objective



# Work-Life Balance

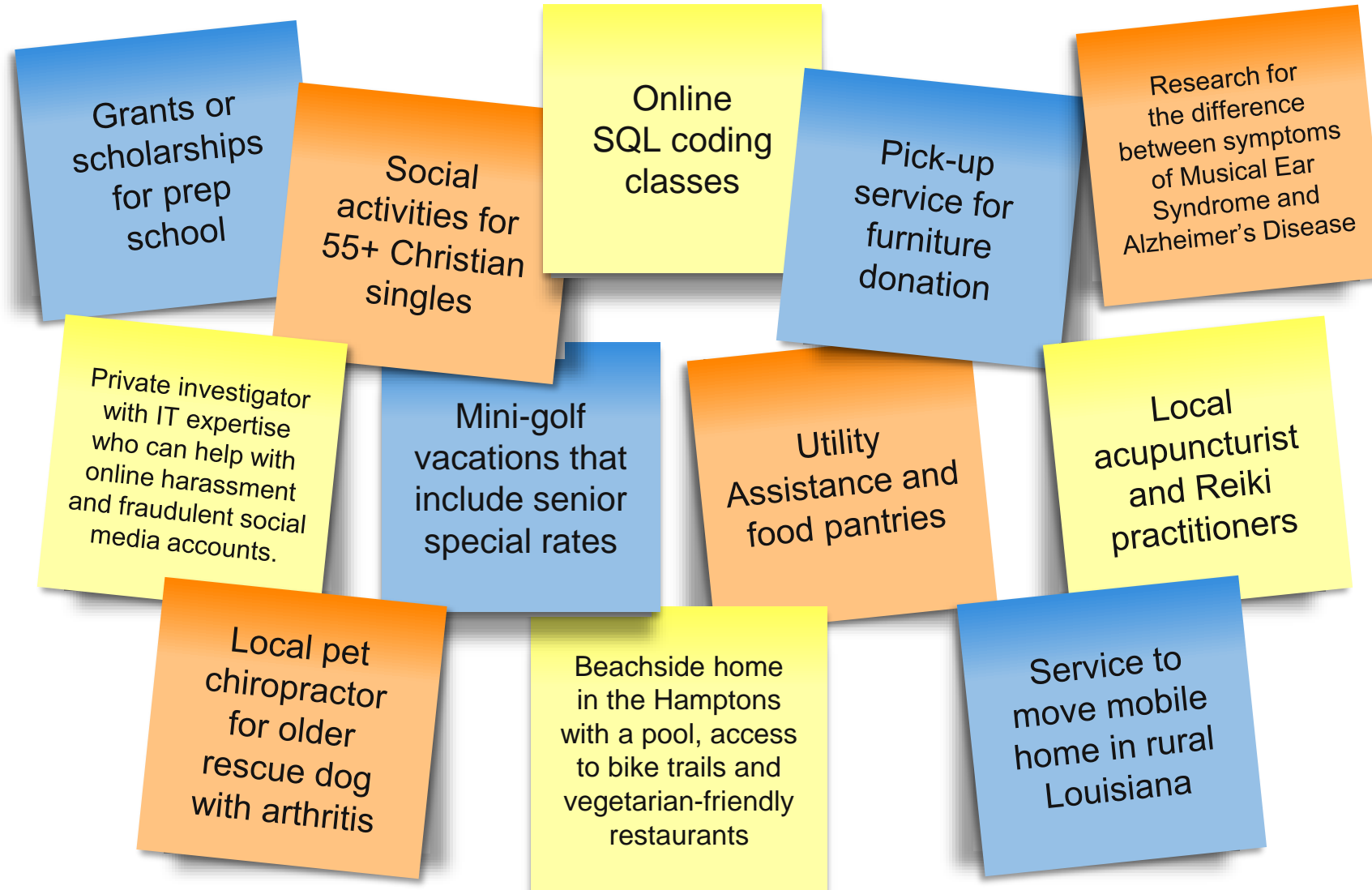
Information, referrals and resources for work-life needs

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

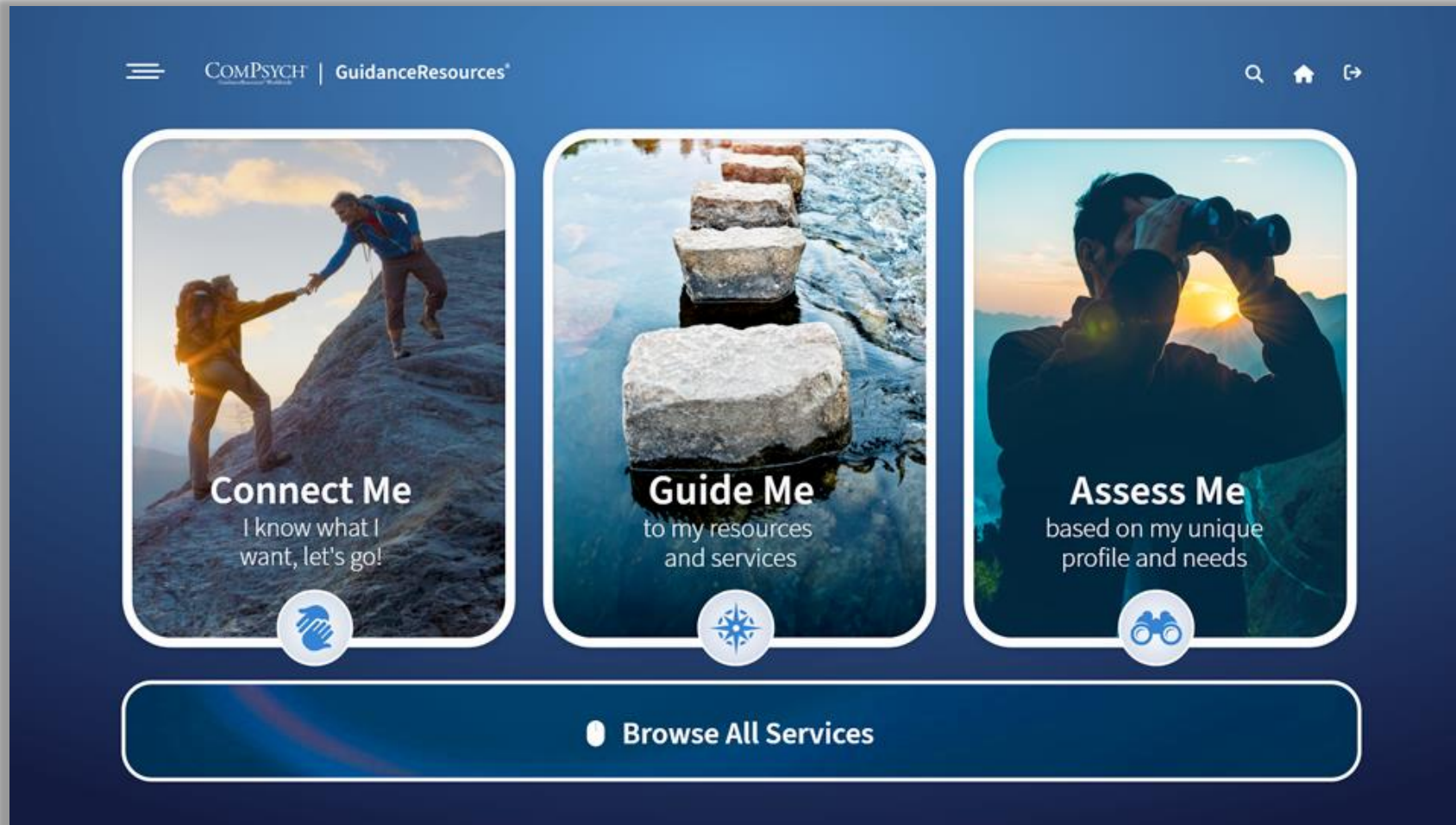
- Child and elder care
- Educational options
- Community information
- Event planning
- Home improvement
- Buying/selling a home, relocation
- Assistance with shopping and locating items



# Work-Life Services in Action



# Online Information, Tools and Services



24-hour access to localized resources in multiple languages



Digital intake and referral for counseling and work-life needs



Click to chat or send message to a master's-level clinician



On-demand training modules available anytime



Lookup local child/elder care, attorneys, financial experts

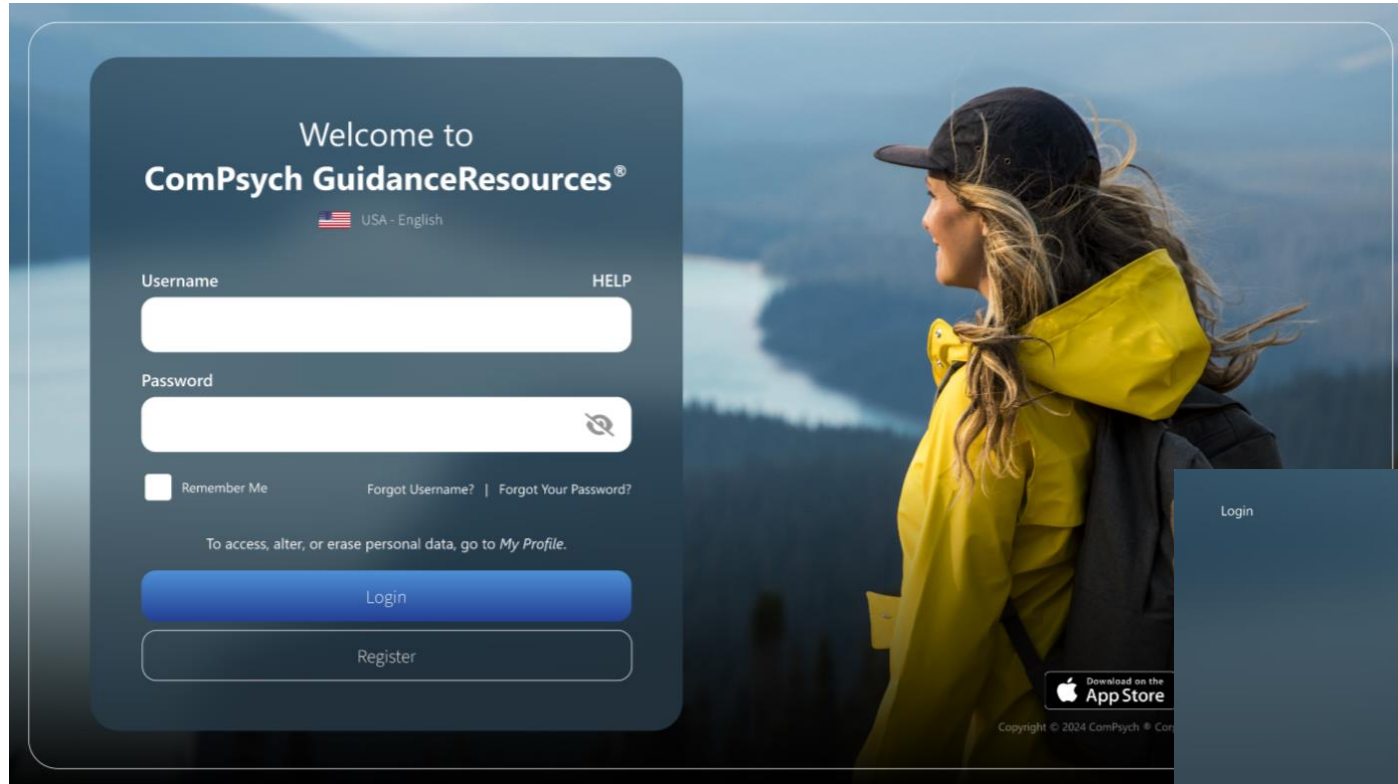


Discounts through partners for commonly used services

Go Online: [GuidanceResources.com](https://GuidanceResources.com)

Company Web ID: XXXXX


# Registering on GuidanceResources.com



Welcome to  
**ComPsych GuidanceResources®**

USA - English

Username HELP

Password 

☐ Remember Me [Forgot Username?](#) | [Forgot Your Password?](#)

To access, alter, or erase personal data, go to [My Profile](#).

Login

Register

Download on the App Store

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Login

Welcome to **ComPsych GuidanceResources®** HELP USA - English

Organization Web ID


*If you do not know your Organization Web ID, it can be found on your program wallet card, poster, flyer or brochure.*

Login Register

# Registering on GuidanceResources.com

Login

Registration: Profile

HELP  USA - English

To register for GuidanceResources Online, simply fill in the areas below.

Organization Web ID: NONEUG <sup>\* Required</sup>

\* User Name  \*First Name

Create your own username: 6-16 characters, no spaces.

\* Password  \* Confirm Password

Password Requirements

\* Email Address  \* Confirm Email Address

A personal email address is recommended.


☐ \* I am at least 13 years old.

☐ \* I have read and agreed to the [terms of use](#) for GuidanceResources Online.

☐ I agree to receive occasional emails from ComPsych® about my Personal Journey. You can unsubscribe at any time. For more information, please see our [Privacy Policy](#).

Login

Company, Organization, or location Identification

HELP  USA - English

Please identify your company so we can continue to provide you with the information and resources that are applicable to you.

The Organization Web ID you entered is associated with multiple companies. In order to properly process your registration, please follow the instructions below.

Please enter the first 5 characters of the name of your company or organization in this field and click the submit button.

- Spaces are allowed in the search. If your company name is The Company, you can enter The C to locate your company.
- Numbers are allowed in the search. If your company name is 4 Seasons, you can enter 4 Sea to locate your company.
- Periods are allowed in the search. If your company name is A.B.C. CORP, you can enter A.B.C to locate your company.
- Please remember that if you enter less than five characters, you will be required to enter the exact name of your company.
- If your company name is only XYZ, enter XYZ. If your company name is XYZ, Inc., enter XYZ, (space).



If you are unable to locate your organization please [contact](#) our member services department.

Company Name

(First five (5) characters)

E-mail Verification

A verification code will be sent to your email. Please enter it below.  
The code will expire in 5 minutes.

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# The GuidanceResources Experience



## Meet Diane

Diane, 51, is a Principal employee living and working in Des Moines, Iowa. She is overwhelmed with her life and struggling with anxiety.



## Diane calls her GuidanceResources® 24/7 local intake line.

After recently receiving a postcard at home about the GuidanceResources Program, Diane decides to seek help by calling the toll-free number for support.



## Frances answers Diane's call

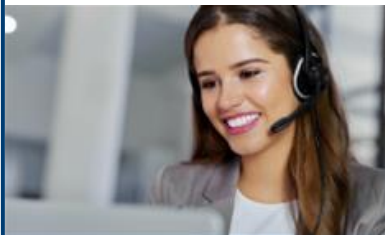
Frances, a ComPsych GuidanceConsultant, answers the call, speaks with Diane and triages and prioritizes her issues. In conversation, Diane shares that her mother recently moved into her home after suffering a minor stroke. Diane is looking for support to maintain her mother's socialization, safety and quality of life. Diane is mostly interested in home care agencies that can meet her personal care needs and also provide companionship.



## Frances provides immediate support

Frances also learns that Diane's mother currently receives Medicaid and Diane hopes to find financial assistance that may pay for her mother's personal care services; however, Diane will pay for services privately, if needed. Frances also learns that Diane is interested in finding a personal emergency response systems for her mother. Finally, Frances learns that Diane has been stressed due to recent events and, while she typically is active, Diane has had difficulty focusing on her physical health.

# The GuidanceResources Experience



## Frances takes action

Frances provides in-the-moment support for Diane, addressing her emotional state and concerns about elder care for her mother. She assesses Diane's situation, prioritizes her issues and determines what resources would best address her needs.



Given the stress and anxiety caused by her mother's condition, Diane indicates that she is open to counseling but has limited time to attend sessions in person. Frances offers referrals to a counselor near Diane's home that offers weekend hours and a counselor that offers video sessions. Both providers specialize in stress and anxiety. Diane opts for a local female counselor and Frances provides the contact information.



Taking into consideration Diane's preferences, Frances completes a thorough eldercare assessment and sends that request to ComPsych's FamilySource team to research. Within 2 business days, they provide Diane a referral packet via email that includes 3 to 5 pre-screened referrals for licensed home healthcare providers based on Diane's exact specifications (i.e., preferred days/hours, medical needs, budget, etc.).



Frances also sets a telephonic appointment for Diane with a ComPsych financial specialist who can assist her with the financial aspects of her mother's eldercare needs, including budgeting and financial support through Diane's mother's Medicaid plan.



With access to Principal's customer profile during intake, Frances is able to address Diane's concerns around her lack of recent physical activity by educating her about the valuable resources specific to Principal U.S. benefits, such as the free fitness center at Principal's Des Moines Headquarters.



Frances refers Diane to GuidanceResources Online for additional articles, resources and assets on eldercare, budgeting and physical health. Before ending the call, Frances asks Diane if she has any other questions or concerns.

# Frequently Asked Questions

## Do I need to enroll?

No. You are enrolled automatically as an active employee.

## How much does it cost?

It is a free benefit.

## Who can use the program?

All active employees and their household family members. Children over the age of 13 can request services themselves. For children under the age of 13, parent/guardian must call in to assist in arranging services on behalf of the child.

## How do I access the program?

Call 844-393-4983 or visit [guidanceresources.com](https://guidanceresources.com)

## When is it available?

24/7, 365 days a year.

## Are services confidential?

Yes, the EAP is strictly confidential. No information about your participation in the program is provided to your employer.

# 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: **844-393-4983** TRS: Dial 711

Online: **guidanceresources.com**

Your company web ID: **UMASS**

