

Frequently Asked Questions About Your ComPsych® GuidanceResources® Program

YOUR **life**



YOUR **work**



YOUR **best**®



Employee Assistance Program

Your Company provides an Employee Assistance Program (EAP) to its team members who may be affected by personal problems. The EAP is a strictly confidential benefit providing assessment and short-term counseling to team members, their spouses and their dependents. You and eligible family members can access the program by calling the GuidanceResources® toll-free number:

In order for everyone to better understand the EAP services, here are answers to some frequently asked questions.

What happens when I call the EAP?

A Guidance Consultant (a master's or PhD level minimum counselor) will collect general information about you and will talk with you about your needs. The Guidance Consultant will provide you with a referral to see a counselor in your area. You will then contact the local counselor to set up an appointment at a time that is convenient for you.

How many complimentary sessions will I get with a counselor?

You will receive up to six (6) sessions, per issue, per year, at no cost. Each of your eligible family members will have access to their own sessions. The EAP offers short-term counseling. If you require long-term treatment, you can access your medical plan benefits, if applicable.

What types of concerns can I call for?

The EAP can help with stress and anxiety, relationship concerns, managing change, addiction, coping with loss or other concerns you may be facing.

Can my children use the EAP?

Yes. Children experience many pressures today as well. The EAP is a confidential benefit for team members and eligible dependents.

Is the EAP really confidential?

Absolutely. By law, the EAP may not release any team member's records to anyone without the written consent of the team member or client.

Why does my employer pay for this benefit?

Because your company cares about its team members, and they recognize the value of providing a resource to help you and your family with aspects of your daily life.

What is GuidanceResources® Online?

GuidanceResources Online is a wonderful Web site complete with a host of resources, articles, information, self-assessment tools—and more. Login, create your own user profile, and access the site as often as needed! Your company Web ID:

Call:

TDD: 800.697.0353

Online: guidanceresources.com

Your company Web ID:

ComPsych®
GuidanceResources®

*The single source for confidential support,
expert information and valuable resources,
when you need it the most. 24 HOURS A DAY.*