

An Introduction to Guidance Resources

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 139 million individuals and more than 68,000 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®



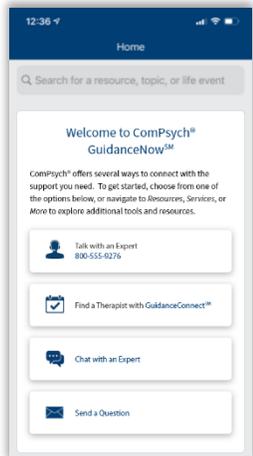
Available 24 Hours a Day

Call us anytime for solutions: **866.883.1578**

Go Online: **GuidanceResources.com**

Company Web ID: **MMAUMW**

Download **GuidanceNow APP**



Confidential Counseling

Short-term Counseling – 8 free 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

Grants or scholarships for prep school

A pony available for pony rides for children's birthday party in 3 days

Online SQL coding classes

Pick-up service for furniture donation

Research for the difference between symptoms of Musical Ear Syndrome and Alzheimer's Disease

Private investigator with IT expertise who can help with online harassment and fraudulent social media accounts.

Mini-golf vacations that include senior special rates

Utility Assistance and food pantries

Local acupuncturist and Reiki practitioners

Local pet chiropractor for older rescue dog with arthritis

Beachside home in the Hamptons with a pool, access to bike trails and vegetarian-friendly restaurants

Service to move mobile home in rural Louisiana

Online Information, Tools and Services

The screenshot shows the ComPsych GuidanceResources website. At the top, there is a navigation bar with categories: Wellness, Relationships, Work & Education, Financial, Legal, Lifestyle, Home & Auto, and Working Abroad. The main header includes the ComPsych logo and the tagline 'GuidanceResources Worldwide'. Below the header, a search bar is present with the text 'Search for Resources'. The central section is titled 'CONNECT TO CARE' and features four interactive buttons: 'Talk with an Expert' (with email ComPsych_Benefits@compsych.com), 'Work/Life Services', 'Chat with an Expert', and 'Send a Question'. Below this is a 'FEATURED RESOURCES' section with three cards: 'GUIDE' (with a left arrow), 'WELLNESS' (with a 'BE WELL' sub-header and 'Tools for Healthy Lifestyle' text), and another card (with a 'BE MINDFUL' sub-header and 'Breathe' text and a right arrow).

Go Online: [GuidanceResources.com](https://www.guidanceresources.com) Company Web ID: MMAUMW



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

Online Information, Tools and Services

ComPsych® GuidanceResources®

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GuidanceResources® Worldwide

Login 

Registration: Profile

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

*** Required**

Organization Web ID *

Select User Name and Password

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

Password * [Password Requirements](#)

Re-enter Password *

In case you forget your User Name or Password...

E-mail Address *

Re-enter E-mail Address *

Security Question 1 *

Security Answer * (at least 4 characters)

The GuidanceResources Experience



Meet Diane

Diane, 51, is a MMA Associate 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, 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.



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 associates 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 866.883.1578 or visit guidanceresources.com

When is it available?

24/7, 365 days a year.

Are services confidential?

Yes, the program 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: **866.883.1578** | TRS: Dial 711

Online: **guidanceresources.com**

Your company web ID: **MMAUMW**

