



What Is GuidanceResources® - Member Assistance Program (MAP)?

Your organization provides a Members Assistance Program to aid those who may be affected by personal problems. Administered by ComPsych® GuidanceResources, the program is strictly confidential and provides assessment and short-term counseling to members, their spouses and their dependents. A member and his or her family can access the program by calling the GuidanceResources toll-free number: **888.327.4315**.

To better understand these services, here are answers to some often-asked questions:

What happens when I call the GuidanceResources number?

An Intake Specialist (a counselor with a master's or doctorate degree) will collect some general information about you and will talk with you about your issue. This specialist will provide the name of a counselor suited to help with your personal issue. You will then set up an appointment to speak with the counselor over the phone or face to face.

How many complimentary sessions will I get with a ComPsych counselor?

If the counselor determines that your issues can be resolved within three (3) sessions, you will receive short-term counseling through the program. However, if it is determined that the problem cannot be resolved in short-term counseling through the MAP and you will need longer-term treatment, you will be referred to a specialist and your insurance coverage will be activated.

Why call the GuidanceResources program for assistance with my Benefit Plan?

The program helps you get the most from your mental health and chemical dependency benefits.

GuidanceResources counselors can check your eligibility, explain benefits and, when needed, obtain a referral for you to talk to an outside counselor located in your area. For needs outside the program, your GuidanceResources counselor will manage care reimbursed through your Benefit Plan. Here are some examples of what the program can help you with:

- Relationship issues
- Marital and family conflicts
- Eating disorders
- Physical or emotional abuse

- Major life changes
- Career transition
- Drug and alcohol abuse
- Depression

Can my children use the program?

Yes. Children experience many pressures today as well. The benefit extends to members and their eligible dependents.

Are these services confidential?

By law, ComPsych GuidanceResources may not release any employee records to anyone without the written consent of the member or client.

What legal services are provided?

You can talk to our lawyers by phone for no-cost help with any legal issue. If you require representation, we'll refer you to a qualified lawyer in your area for a free 30-minute consultation with a 25 percent reduction in customary legal fees thereafter. Call about:

- Divorce
- Contracts
- Estate planning

What financial services can I use?

You enjoy telephone access (up to 30 minutes per issue per participant) to GuidanceExperts to discuss any personal financial concerns. This 30-minute discussion can provide a direction for you to take to address the problem. Call for help with financial issues such as:

- Making a budget
- Saving for future goals
- Managing credit

What work-life services are available?

Balancing the demands of work with caring for children and elders can be made easier with work-life services provided by the program. Members can call for assistance and referrals for child or elder care as well as for other family needs, such as finding summer camps or planning vacations.

What other services are provided?

You have unlimited, 24-hour-a-day access to GuidanceResources Online, an award-winning interactive Web portal. GuidanceResources Online provides information, resources, tools and other features on hundreds of subjects, including health and wellness, family and relationships, work and education and local resources.

Why offer this benefit?

Because your organization cares about its members, it wants to help head off any personal problems that can affect job performance and result in stress, absenteeism, loss of income and other ill effects.

Call: 888.327.4315

TDD: 800.697.0353

Online: guidanceresources.com

App: GuidanceResources® Now

Web ID: MOEFUNDS

