

Employee Assistance Program Vendor Transition

01/01/2024



COMPSYCH®
GuidanceResources® Worldwide

Life's challenging.
Your EAP can help.

EXPRESS YOURSELF



Request for Proposal

Lockton Companies, the benefits consultant for The University of Alabama System, issued an RFP for EAP services in Jan. 2023.

- **March 2023** – Reviewed initial responses
- **April 2023** – Virtual presentations from three (3) vendors
- **June 2023** – On-site finalist presentations from two (2) vendors
- **Early Aug. 2023** – Finalist selected as GuidanceResources by ComPsych
- **Late Aug. 2023** – Implementation began
- **Jan. 1, 2024** – Transition complete

New vendor will serve employees and family members for **UA** as well as the **UA System Office**, **UAH**, and **UAB**'s out-of-state employees.

Guidance Resources by ComPsych

ComPsych is headquartered in Chicago, Illinois, but has a global footprint that provide services in 190 countries with 10 offices on four continents.

ComPsych supports 60,000 organizations worldwide, covering more than 130 million lives.

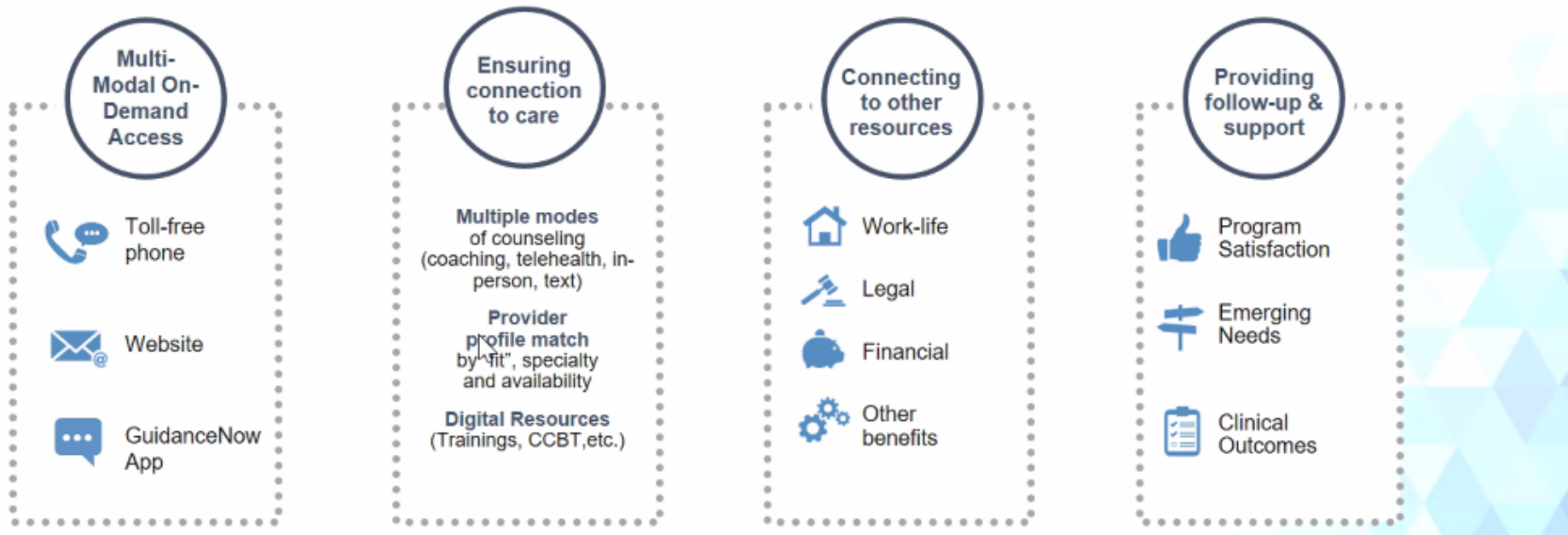
Other higher-education clients include:

- University of Florida
- Texas A&M University
- University of California Irvine
- Oklahoma State University
- Colorado State University
- University of North Carolina at Chapel Hill
- Dartmouth College



Service Enhancements

- Largest provider network with 70,000+ with rapid access to master's level clinicians
- Five (5) free & confidential counseling session per person per issue
- *Unlimited*, 30-minute consultants with legal, financial, and family experts
- Resource guides on topics like childcare, elder care, relocation assistance, etc.
- GuidanceResources Online & Mobile App with 24/7 access
- Diversity and Inclusion Toolkit, plus training to support a diverse workforce
- Training and development programs for supervisors, formal referral team, and critical incident stress management support



Communications

UA Campaign:

- Financial Wellness email newsletter
- HR website updates
- Benefits Beat email newsletter
- Digital signage displays

ComPsych Campaign:

- Welcome Letter mailed in early January
- Printed Posters, Flyers & Wallet Cards



Contact Your
GuidanceResources® Program


Call: 888.283.3515
Telecommunications Relay Service: Dial 711
Online: guidanceresources.com
App: GuidanceNowSM
Web ID: UAS



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University of
Alabama System.



GuidanceResources®
Your Life. Your Work. Your Best.®
Your GuidanceResources® Program

Dear Employee:

We are pleased to announce ComPsych® GuidanceResources® as the new provider of our Employee Assistance Program services. The GuidanceResources® program provides confidential counseling, expert guidance and valuable resources to help you and your household members handle any of life's challenges, big or small. These services are provided at no charge and include:

Confidential Emotional Support
Life can be stressful. Your EAP provides short-term counseling services for you and your dependents to help you handle concerns constructively, before they become serious issues. Call anytime about topics such as marital, relationship and family problems; stress, anxiety and depression; grief and loss, job pressures and substance misuse disorders.

Work and Lifestyle Support
Too much to do, and too little time to get it all done? Work-life experts can do the research for you and provide qualified referrals and customized resources for topics such as child and elder care, moving, pet care, college planning, home repair, buying a car, planning an event, selling a house and more.

Legal Guidance
With your GuidanceResources® program, you have an attorney "on call" whenever you have questions. They can help with legal concerns such as divorce, custody, adoption, real estate, debt and bankruptcy, landlord or tenant issues, civil and criminal actions and more. If you require representation, you can be referred to a qualified attorney for a free 30-minute consultation and a 25 percent reduction in customary legal fees.

Financial Information
Everyone has financial questions. Get answers about budgeting, debt management, tax issues and other money concerns from on-staff accounts, financial planners and other experts, simply by calling the toll-free number.

Digital Support
Go to GuidanceResources® Online to connect to counseling, work and lifestyle support and other services, such as child care and legal services search tools. Tap into an array of articles, podcasts, videos and slideshows on thousands of topics or improve your skills with On-Demand trainings, self-assessments and more.

Assistance is available 24 hours a day, 7 days a week.

To access GuidanceResources® Online:


- Call your toll-free number. You'll speak with a highly trained, caring professional who can listen to your concerns and guide you to the appropriate services.
- Visit GuidanceResources® Online at www.guidanceresources.com and enter your company ID.

Remember, assistance from the GuidanceResources® program is strictly confidential. To view the ComPsych® HIPAA privacy notice, please go to www.guidanceresources.com/privacy. We hope you will take some time to explore all the benefits the GuidanceResources® program has to offer.

COMPSYCH
GuidanceResources®/WorkBridg

24/7 Live Assistance:
Call: 888.283.3515
Telecommunications Relay Service: Dial 711

Online: guidanceresources.com
App: GuidanceNowSM
Web ID: UAS



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GuidanceResources®



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Express Yourself

Your Employee Assistance Program offers confidential emotional support, as well as legal, financial and work-life guidance, whenever and wherever you need it.

**Life's challenging.
We can help.**



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GuidanceResources®

Your Life. Your Work. Your Best.® Your GuidanceResources® Program

Services:

Confidential Emotional Support

5 in-person sessions per year

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts

Work and Lifestyle Support

- Child, elder and pet care
- Moving and relocation
- Shelter and government assistance

Legal Guidance

- Divorce, adoption and family law
- Wills, trusts and estate planning
- Free consultation and discounted local representation

Financial Resources

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more

Digital Support

- Connect to counseling, work-life support or other services
- Tap into an array of articles, podcasts, videos, slideshows
- Improve your skills with On-Demand trainings

Interactive Digital Tools

- Self-care platform offers guided health programs
- Tackle anxiety, depression, stress
- Improve mindfulness, sleep, and more



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