

We're here when you need us.

Services that go beyond the benefit.

We empower you to get the most out of everything we have to offer. We'll walk alongside you and your loved ones every step of the way, providing the right service, support and solutions to make some of life's most difficult moments easier.

ComPsych

Most of us have to face change, stress or a life-altering problem at some point. Your company-sponsored employee assistance program is designed to provide counseling services, work-life assistance, well-being coaching, and legal and financial guidance to help handle concerns constructively before they become major issues. The service is confidential and provided at no charge to you and your household dependents.

For employees covered under a fully-insured group STD or LTD policy with The Hartford.

Life presents complex challenges. If the unexpected happens, you should have simple solutions to help cope with the stress and the life changes that may result. That's why Ability Assist® Counseling Services, offered by ComPsych®,[1] can play such an important role. Our straightforward approach takes the complexity out of benefits when life throws you for a curve.

Compassionate Solutions for Common Challenges

From everyday issues like job pressures, relationships and retirement planning to highly impactful issues like grief, loss or a disability, Ability Assist is your resource for professional support.

Service Features

Includes up to three in-person or virtual counseling sessions per occurrence per year. This means you and your family members won't have to share visits. You can each get unlimited telephonic well-being coaching, as well as financial, legal and health care support services, as long as you are covered under a fully-insured group disability policy with The Hartford.

Ability Assist Counseling Services

Emotional or Work-Life Counseling

Helps address stress, relationship or other personal issues you or your household dependents may face. It's staffed by GuidanceConsultants℠—highly trained master's-level clinicians—who listen to concerns and quickly make referrals to in-person or virtual counseling or other valuable resources. Situations may include:

- Job pressures
- Relationship/marital conflicts
- Stress, anxiety and depression
- Work/school disagreements
- Substance use and misuse
- Child and elder care referral services

Financial Information and Resources

Provides unlimited telephonic support for the complicated financial decisions you or your dependents may face. Speak by phone with a Certified Public Accountant or Certified Financial Planners on a wide range of financial issues. Topics may include:

- Managing a budget
- Retirement
- Getting out of debt
- Tax questions
- Saving for college

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Legal Support and Resources

Offers unlimited telephonic assistance if legal uncertainties arise. Talk to an attorney by phone about the issues that are important to you or your dependents. If you require representation, you'll be referred to a qualified attorney in your area with a 25% discount on customary legal fees thereafter. Topics may include:

- Debt and bankruptcy
- Guardianship
- Buying a home
- Power of attorney
- Divorce

Health Care Navigation

HealthChampion®[1] is a service that supports you through all aspects of your health care issues.[2] It's staffed by both administrative and clinical experts who understand the nuances of any given health care concern. Situations may include:

- One-on-one review of your health concerns
- Preparation for upcoming doctor's visits/ lab work/tests/surgeries
- Answers regarding diagnosis and treatment options
- Coordination with appropriate health care plan provider(s)
- An easy-to-understand explanation of your benefits—what's covered and what's not
- Cost estimation for covered/non-covered treatment
- Guidance on claims and billing issues
- Fee/payment plan negotiation

Well-being Coaching

Well-being coaching is a customizable solution to help every individual attain their unique socio-emotional and physical improvement goals across 20+ topics. Certified coaches work collaboratively with individuals to create personalized plans that give them the tools they need to take meaningful action toward establishing and maintaining a healthy lifestyle.

Some concerns that coaching can target include:

Socio-Emotional:

- Burnout
- Finding Motivation
- Coping with Stress

Physical:

- Exercise
- Improving Sleep
- Healthy Pregnancy

Family Source and Resources

Resource specialists will research family care and personal convenience matters and provide a packet of customized, timely referral information and education literature.

Individuals can call an unlimited number of times for issues related to:

- Child Care
- Education
- Vacation Planning
- Elder Care
- Moving/Relocation
- Pet Sitting

For access over the phone, simply call toll-free **800-964-3577.**

Visit **guidanceresources.com** to connect to care or access resources for child care, elder care, attorneys, financial planners and hundreds of personal health topics.

If you're a first-time user, click on the Register tab.

1. In the Organization Web ID field, enter: **HLF902**
2. In the Company Name field at the bottom of the personalization page enter: **ABILI**
3. After selecting **"Ability Assist program"**, create your own confidential username and password.

Save contact info for future use. Photograph with a mobile device.

Check with your benefits manager for more information on **Ability Assist Counseling Services.**

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[2] HealthChampion® specialists are only available during business hours. Inquiries outside of this timeframe can either request a call-back the next day or schedule an appointment.

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