

## Employee Assistance Program

The Best EAP Value in the Industry



### About ComPsych®

ComPsych Corporation is the world's largest provider of employee assistance programs and is the leading provider of fully integrated EAP, work-life, wellness, crisis intervention services and outsourced HR solutions. Covering more than 25 million individuals and 7,000 organizations in 92 countries, ComPsych stands alone as the leader in providing integrated GuidanceResources® worldwide.

*Your life. Your work. Your best.®*



# The Best EAP Value in the Industry

Everyday concerns impact employees and company productivity. To address the impact of mental health and associated behaviors on workforce productivity, ComPsych® offers a suite of assistance programs for employees and their families. In combination with health plan benefits, GuidanceResources® helps foster high-performance work cultures to attract and retain the best and brightest, resulting in superior productivity and performance.

An Employee Assistance Program (EAP) is a confidential service provided by employers to help employees with personal difficulties such as emotional problems; substance abuse issues; relationship and family crises; and other everyday worries—before the problems spill into the workplace.

EAPs are also used by management as a tool to assist employees who are in need of personal counseling and for help to deal with the after-effects of critical incidents.

## THE COMPSYCH DIFFERENCE Key Program Components

- Toll-free access 24 hours a day, 7 days a week, to master's and PhD-degreed clinicians
- State-of-the-art online access to GuidanceResources® Online
- HR management referral to assist with employee performance issues
- HR management consultation for help with American Disabilities Act (ADA), drug-free workplace and other regulations
- Programs to successfully address and prevent substance abuse problems in the workplace

But ComPsych's EAP is much more. The ComPsych EAP gives healthy people support in meeting life's challenges and resolving common concerns that are not necessarily crises. Getting employees the right help at the right time results in better focus at work, greater productivity and less absenteeism.

ComPsych's EAP addresses the many complexities of life with help for everyday issues such as:

- Managing stress
- Family/spousal relationships
- A poor economy
- Surviving grief and loss
- Energizing a career
- Dealing with an illness/trauma

## A Comprehensive EAP Committed to Quality Care

We offer the industry's most comprehensive program with a passionate commitment to quality and program utilization.

### 24/7 Toll-Free Access to Master's and PhD-Degreed Clinicians

Any time employees and their family members call ComPsych, they immediately speak with a counselor who holds either a master's or a PhD degree in social work, psychology or behavioral health. Providing immediate care is our top priority, so callers never reach an answering service or automated telephone menu system.

### Immediate and Confidential Access to Information Via the Internet

GuidanceResources® Online provides a confidential source of information and advice via the Internet. Employees and their family members can browse content as a complement to telephone support. GuidanceResources Online provides instant guidance, information and helpful tools to address life's challenges.

### Management Referral by Experienced Clinicians

When a human resources manager or line supervisor requires assistance with an employee performance issue, the manager can turn to the ComPsych management referral department. Our management referral specialists are specially trained and experienced clinicians who are 100 percent dedicated to helping with management referrals—formal or informal—and they assist managers daily to resolve these challenging situations. This support is available through your toll-free number.

### Management Consultation to Backup Employers' HR Professionals

ComPsych staffs a department of HR management consultation specialists that focuses on helping employers address issues such as workplace violence, workforce re-engineering and government regulatory compliance (for example the Americans with Disabilities Act and Drug-Free Workplace statutes). ComPsych delivers HR management consultation services in support of our customers' HR policies and procedures. This support is available through your toll-free number.

### On-site Services Available at an Additional Cost

When an employer purchases an employee assistance program, the following on-site services are available at any time during the year, if needed. To request these services, an employer can contact ComPsych through their toll-free telephone number. These on-site services are available on a fee for service basis.

### Substance Abuse Prevention and Compliance Services

ComPsych offers comprehensive services to assist employers with substance abuse prevention and compliance goals. Services include training, employee assessments and counseling, policy and procedure development and adherence to government regulations such as the Drug-Free Workplace Act.

### Worldwide Leader in Crisis Intervention and Critical Incident Stress Debriefing Support

ComPsych offers the world's largest crisis management service, prepared to help organizations deal with the emotional stress arising from terrorist attacks, natural disasters, kidnappings, fatalities, robberies and more. We offer global access, 24 hours a day, 7 days a week, to telephone, online and on-site services.

### Training and Personal Development/Work-Life Workshops

ComPsych workshops have long been used by our customers to increase program awareness, utilization and to enhance and develop employee and management performance. All ComPsych workshops are developed by our staff of training experts—specialists in adult education—to assure that our customers receive focused and effective training. ComPsych offers a wide variety of workshops ranging in topics from personal development, family and relationships, parenting and adult care.

**For more information, contact your broker or your Premera Blue Cross sales representative.**

