



## What is the LifeResources EAP?

The LifeResources Employee Assistance Program (EAP) is available through HealthTrust in collaboration with ComPsych<sup>®</sup> Corporation and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all our employees and retirees of Member Groups that offer HealthTrust medical coverage and their eligible dependents and household members. There is no requirement that such individuals be enrolled in HealthTrust coverage to use the EAP.

### Why does HealthTrust offer the LifeResources EAP?

Because we care about our employees, retirees and their dependents. LifeResources can be used free of charge as needed when you or your dependents are facing emotional, financial, legal or other concerns.

### Are the services confidential?

Yes, LifeResources is strictly confidential. No information about your participation in the program is provided to your employer.

### Why might my family or I use the services?

There are many reasons to use these services. You may wish to contact LifeResources if you:

- Are feeling overwhelmed by the demands of balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care concerns
- Have legal or financial questions
- Have concerns about substance abuse for yourself or a dependent

## Here when you need us.

**Call:** 800.759.8122 | **TRS:** Dial 711

**Online:** Log in to your account on HealthTrust's Secure Enrollee Portal and click on the LifeResources button. You can also visit [guidanceresources.com](https://guidanceresources.com) or download the apps listed below and enter the Web ID – **LIFERESOURCES** – to create your username and password.

**App:** GuidanceNow<sup>SM</sup> (EAP)

**App:** Koa Foundations (CCBT)

### What happens when I call?

When you call, you will speak with a GuidanceConsultant<sup>SM</sup>, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultant<sup>SM</sup> will provide the name of a counselor who can assist you. You can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

### What counseling services does LifeResources provide?

LifeResources provides free short-term counseling with counselors in your area who can help you with your emotional concerns.

If the counselor determines that your issues can be resolved with short-term counseling, you will receive counseling through LifeResources. However, if it is determined that the problem cannot be resolved in short-term counseling in LifeResources and you will need longer-term treatment, you will be referred to a specialist early on and your insurance coverage will be activated.

### Can my children use LifeResources?

Yes. LifeResources is a confidential benefit to employees and retirees of Member Groups that offer HealthTrust medical coverage and their eligible dependents and household members age 13 and older.



[guidanceresources.com](https://guidanceresources.com)