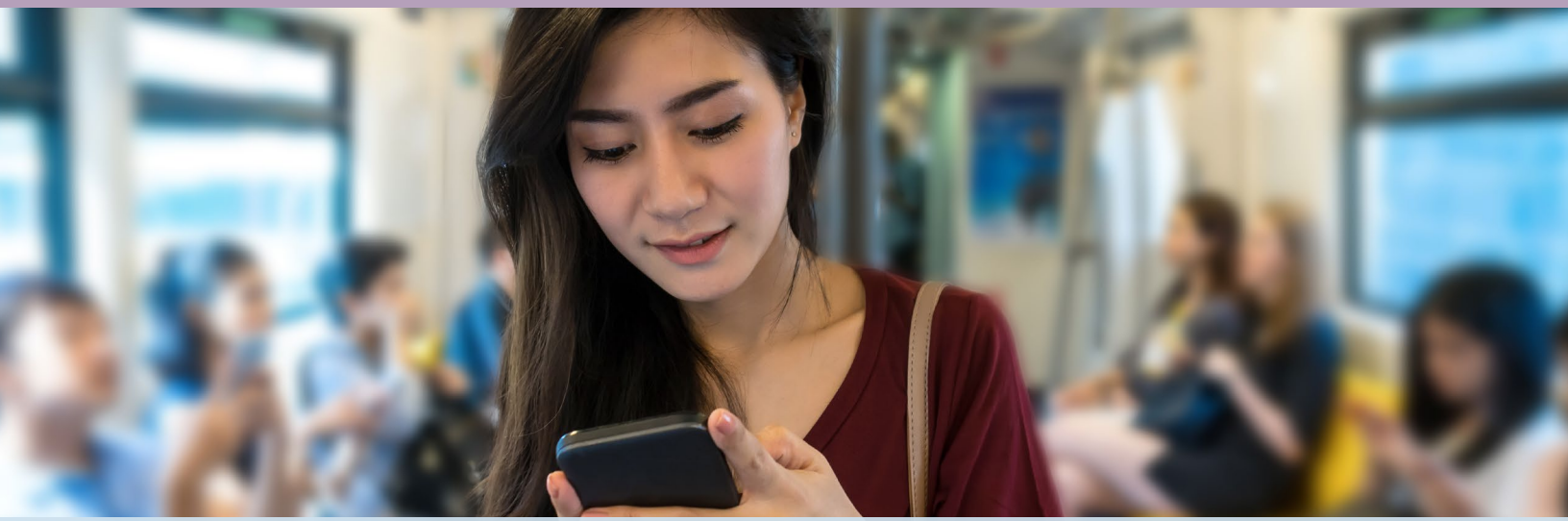

GETTING SUPPORT SHOULD BE EASY

FOR EMPLOYER GROUPS WITH <5K ELIGIBLE LIVES

For employees covered under Disability, Voluntary or Leave Management Services with The Hartford.

EXTRAS THAT SUPPORT AND ASSIST

For access over the phone, call toll-free **1-800-96-HELPS (1-800-964-3577)**.

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

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 personalization page enter: **ABILI**
3. After selecting "Ability Assist program", create your confidential user name and password.

(Snap a photo with a mobile device to capture information above.)

Life presents complex challenges. If the unexpected happens, you should have simple solutions to help cope with the stress and life changes that may result. That's why The Hartford's 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 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.

You and your family, including spouse and dependents can access Ability Assist at any time, as long as you are covered under Disability insurance, Voluntary insurance or Leave Management Services with The Hartford.

SERVICE FEATURES

The service includes up to three face-to-face emotional or work-life counseling sessions per occurrence per year. This means you and your family members won't have to share visits. You can each get counseling help for your own unique needs. Counseling for your legal, financial, medical and benefit-related concerns is also available by phone.

continued

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ABILITY ASSIST COUNSELING SERVICES	
Emotional or Work-Life Counseling	Helps address stress, relationship or other personal issues you or your dependents may face. It is staffed by GuidanceExperts℠—highly trained master's-level clinicians — who listen to concerns and quickly make referrals to in-person counseling or other valuable resources. Situations may include: • Job pressures • Relationship/marital conflicts • Stress, anxiety and depression • Work/school disagreements • Substance abuse • 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 and 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
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% reduction in customary legal fees thereafter. Topics may include: • Debt and bankruptcy • Guardianship • Buying a home • Power of attorney • Divorce
Health and Benefit Services	HealthChampion℠ is a service that supports you through all aspects of your health care issues.[2] HealthChampion is 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

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

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Services may not be available in all states. For more information, visit www.TheHartford.com/employee-benefits/value-added-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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