

# Whatever life throws at you, throw it our way. Employee Assistance & Wellness Support.

Life: just when you think you've got it figured out, along comes a challenge. Whether your needs are big or small, New York Life Group Benefit Solutions is there for you with our Employee Assistance & Wellness Support program.<sup>1</sup> It can help you and your family find solutions and restore your peace of mind. This is just another example of how we are committed to Putting Benefits To Work For People<sup>SM</sup>.



## Our suite of value-add resources includes:

### › Employee Assistance Program<sup>1</sup>

Are you feeling overwhelmed by the demands of balancing work and family life? Maybe you have questions about a legal or financial concern. You and your family members now have access to various counseling services including legal, financial, and work-life balance assistance. All counseling calls are answered by a Master's or PhD-level counselor who will collect some general information and will discuss your needs. The Employee Assistance Program provides a maximum of five sessions, per issue, per year.

### › Guidance Resources<sup>®1</sup>

When you need information quickly to help handle life's challenges, you can visit [guidanceresources.com](https://guidanceresources.com) for resources and tools on topics such as health and wellness, legal regulations, family and relationships, work and education, money and investments, and home and auto. You will also have access to articles, podcasts, videos, slideshows, on-demand trainings, and "Ask the Expert" which provides personal responses to your questions.

### › Well-being Coaching<sup>1</sup>

Sometimes you may need help with personal challenges and physical issues that can be overwhelming. To help you achieve your goals, you will have access to a certified coach who will work with you, one on one, to address health and well-being issues such as burnout, time management, and coping with stress. You have access to five sessions per year. All sessions are conducted telephonically.

### › FamilySource<sup>®1</sup>

Managing the everyday concerns of home, work and family can be difficult. To help resolve those concerns, you have access to family care service specialists that provide customized research, educational materials and prescreened referrals for childcare, adoption, elder care, education, and pet care.



# Accessing GuidanceResources®

**Access Employee Assistance and Wellbeing Support information from Guidance Resources® online on your computer, smartphone or tablet**

- Mobile access to expert info on thousands of topics, including wellness, relationships, work, education, legal, financial, lifestyle and more. Search for childcare, elder care, attorneys and financial planners.
- You can download the app at the app store on your mobile device, search Guidance Resources (one word), tap login and enter your username and password.

**How to access Guidance Resources Online. First time users, follow these simple instructions and start exploring the resources offered to you on Guidance Resources Online.**

1. Go to [guidanceresources.com](https://guidanceresources.com)
2. Once on the [guidanceresources.com](https://guidanceresources.com) home page, click the **Register tab**.
3. You will then be asked to enter your **Organization Web ID**.

## **Your Company/Organization Web ID: NYLGBS**

4. On the next page, you will be asked to enter the first five (5) characters of the name of your company or organization. When you've finished, click the Submit button on the bottom of the page.

## **Your Company Name (ONLY the first five [5] characters): NORTH**

5. On the next page, you will be asked to select your company from a drop-down menu. When you've finished, click the **Submit** button at the bottom of the page.
6. You will then be asked to enter a **User Name** and **Password**. Both can be anything you would like but should be something you will remember. The **User Name** (often your name) must be at least **six characters** long and should have no spaces (for example: joesmith). The **Security Questions** are meant to prompt you if you forget your password. You must select the button verifying that you are at least 13 years of age, as required by federal law. Make sure that you complete all fields that have red asterisks. These are required fields. When you've finished, click the **Submit** button at the bottom of the page.
7. You should now be on the GuidanceResources website.
8. If you have any problems registering or logging in to GuidanceResources Online, email ComPsych Member Services at [memberservices@compsych.com](mailto:memberservices@compsych.com).

### Contact Info:

**Employee Assistance and  
Wellness Support 24/7**



**Phone:** (800) 344-9752



**Website:** [guidanceresources.com](https://guidanceresources.com)  
Web ID: NYLGBS

These programs are NOT insurance and do not provide reimbursement for financial losses. Some restrictions may apply. Customers are required to pay the entire discounted charge for any discounted products or services available through these programs. Some services are available at the option of the employer for an additional cost. Programs are provided through third party vendors who are solely responsible for their products and services. Full terms, conditions and exclusions are contained in the applicable client program description and are subject to change. Program availability may vary by plan type and location and are not available where prohibited by law. These programs are not available under policies issued by New York Life Group Insurance Company of NY. Services are provided exclusively by ComPsych® effective January 1, 2023. ComPsych is solely responsible for its services and is not affiliated with New York Life Insurance Company or any of its affiliates.

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#### **New York Life Insurance Company**

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