

## Product Overview

# GuidanceEnhanced<sup>SM</sup> Plus

GuidanceEnhanced<sup>SM</sup> Plus is a high-touch navigation service that connects employees with the optimal behavioral health resources at the right time across the continuum of care. Fully integrated with our existing behavioral health and work-life programs, GuidanceEnhanced<sup>SM</sup> provides effective, evidence-based care management, whether those seeking the care are searching for self-service and preventative resources or are most at risk and in need of immediate crisis support. Specifically, GuidanceEnhanced<sup>SM</sup> expands the current GuidanceResources<sup>®</sup> program in the following ways:

**Concierge Appointment Scheduling:** ComPsych<sup>®</sup> GuidanceConsultants<sup>SM</sup> (master's-level intake clinicians) answer all calls to the customer-dedicated toll-free line 24 hours a day, 7 days a week. With concierge appointment scheduling, they provide support on every case and locate an appointment that is available for the caller within three days. Individuals who prefer our online digital intake platform, GuidanceConnect<sup>SM</sup>, also receive assistance with appointment scheduling, when needed.

**Enhanced Care Management Support:** Individuals who meet defined higher-acuity clinical criteria are assigned a designated ComPsych<sup>®</sup> clinical care reviewer who provides a deeper clinical assessment for specific presenting concerns as well as proactive support in navigating the appropriate levels of care available (health plan, community resources, etc.). Presenting issues that trigger enhanced care management support include:

- Chronic and Complex Trauma requiring specialized care as a result of domestic violence, abuse, neglect, combat exposure, etc.
- Substance Abuse/Dependence requiring specialty services or higher levels of care
- Child/Adolescent cases requiring specialty services or higher levels of care
- Medication Management by creating custom integration pathways between ComPsych<sup>®</sup> and the MH/SU providers in the health plan and within the ComPsych<sup>®</sup> network for uninsured individuals

With enhanced care management support, the ComPsych<sup>®</sup> staff of clinical care reviewers will locate an appropriate provider within the insured's health plan. For those who are uninsured, the clinical care reviewer will locate a provider within the ComPsych<sup>®</sup> network of more than 100,000 providers to match the individual with appropriate resources, explain the out-of-pocket costs and review available options.

ComPsych<sup>®</sup> clinical care reviewers are highly experienced, master's-level clinicians who work with GuidanceExperts<sup>SM</sup> (network providers) and individuals to provide guidance on treatment plans, follow up to ensure the individual was connected to appropriate care, conduct ongoing assessments to monitor treatment progress and provide support for any post-referral concerns.

Regardless of health plan participation, employees and their family members receive immediate and integrated access to not only existing ComPsych<sup>®</sup> counseling and work-life resources, but to all customer benefits, vendor partners and third-party community resources critical to meeting individuals' needs. Ultimately, our goal is to be thoughtful and thorough in our assessment of those needs and aggressive in our referral activities, both internally and to other customer resources and vendor partners.

## About ComPsych<sup>®</sup>

ComPsych<sup>®</sup> Corporation is the world's largest provider of mental health services and GuidanceResources<sup>®</sup> for life. Fueled by a commitment to relentless innovation and a comprehensive approach to care, ComPsych<sup>®</sup> provides services to more than 78,000 organizations and 163 million individuals across 200 countries. Under our GuidanceResources<sup>®</sup> brand, our personalized and fully integrated programs include behavioral health, absence management, and wellness journeys, which empower employees to lead healthier and more productive lives, while driving organizational excellence. Visit [compsych.com](https://compsych.com) to find out why 40% of the Fortune 500 choose ComPsych<sup>®</sup> for their mental health needs.

## The ComPsych<sup>®</sup> Difference

- Forty years of demonstrated innovation
- Unmatched experience and proven scalability
- Holistic approach to care
- Multimodal access, from "hi-tech to high-touch"
- Culturally responsive care
- Comprehensive organizational resiliency support
- Strategic integration and a "hub" for benefits
- Global reach and consistency
- Proven results and outcomes

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