



ABILITY ASSIST® COUNSELING SERVICES

For employees covered under The Hartford's Disability insurance, Critical Illness insurance or Leave Management Services.

GETTING SUPPORT SHOULD BE EASY.

Life presents complex challenges. If the unexpected happens, you want to know that you and your family have simple solutions to help you 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 the everyday issues like job pressures, relationships, retirement planning or personal impact of grief, loss, or a disability, Ability Assist can be 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 The Hartford's **Disability insurance, Critical Illness insurance or Leave Management Services.**

ABILITY ASSIST COUNSELING SERVICES

Emotional or Work-Life Counseling

Helps address stress, relationship or other personal issues you or your family members may face. It's staffed by GuidanceExpertsSM - highly trained master's and doctoral 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 support for the complicated financial decisions you or your family members may face. Speak by phone with a Certified Public Accountant and Certified Financial PlannerTM Professionals on a wide range of financial issues. Topics may include:

- Managing a budget.
- Retirement.
- Getting out of debt.
- Tax questions.
- Saving for college.

continued



ABILITY ASSIST COUNSELING SERVICES *con't.*

Legal Support and Resources

Offers assistance if legal uncertainties arise. Talk to an attorney by phone about the issues that are important to you or your family members. 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 ChampionSM

A service that supports you through all aspects of your health care issues by helping to ensure that you're fully supported with employee assistance programs and/or work-life services. 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

A CASE IN POINT.³

"The initial counselor I spoke with was so comforting and easy to communicate with. She put me right at ease and empowered me to follow through with the program. She was wonderful."

- Hartford Customer, Ability Assist User

Online: The point is simplicity.

You'll also have 24/7 access to GuidanceResources® Online (offered by ComPsych).¹ This resource provides trusted information, resources, referrals and answers to everyday questions right from your desktop or the privacy of your home. It includes:

- Chat sessions with professional moderators.
- Access to hundreds of personal health topics and resources for child care, elder care, attorneys or financial planners.

SERVICE FEATURES.

The service includes up to five 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. Each individual can get counseling help for his/her own unique needs. Legal and financial counseling are also available by telephone during business hours. HealthChampionSM offers unlimited access to services.²

GETTING IN TOUCH IS EASY.

On the phone: Just one simple call.

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

Visit **WWW.GUIDANCERESOURCES.COM** to create your own personal username and password. If you're a first-time user, you'll be asked to provide the following information on the profile page:

1. In the **Company/Organization** field, use: **HLF902**
2. Then, create your own confidential user name and password.
3. Finally, in the Company Name field at the bottom of personalization page, use: **ABILI**

Prepare. Protect. Prevail.®

Visit us at **THEHARTFORD.COM/EMPLOYEEBENEFITS**



The Hartford® is The Hartford Financial Services Group, Inc. and its subsidiaries including issuing companies Hartford Life Insurance Company and Hartford Life and Accident Insurance Company. Home Office is Hartford, CT.

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² HealthChampionSM specialists are only available during business hours. Inquiries outside of this time frame can either request a call-back the next day or schedule an appointment.

³ This case illustration is fictitious and for illustrative purposes only.

Who is eligible?

- All benefitted ASI employees and their eligible family members which include:
 - Spouse
 - Dependent children up to the age of 26
- You and your eligible dependents are entitled up to 5 consultations per incident, per individual, per calendar year
- Active ASI employees

How do I get help?

- Call *Ability Assist* @ **1-800-964-3577** directly to arrange services
- They will ask for your demographic information to create a **confidential** record
 - Name
 - Date of Birth
 - Phone Number
 - Address

How does the process work?

- **Step 1:** Call *Ability Assist* at 1-800-964-3577 (available **24/7**)
- **Step 2:** Inform *Ability Assist* of the reason for your phone call
- **Step 3:** Provide *Ability Assist* with your personal information requested
- **Step 4:** *Ability Assist* will provide you with an authorization number and refer you to a local provider
 - *Ability Assist* may refer you to up to 5 local providers
- **Step 5:** Call the referred provider in your area and schedule an appointment
 - If you were referred to several providers, call *Ability Assist* to inform them about the provider you selected for billing purposes
- **Step 6:** Attend your scheduled appointment, give the provider your authorization number, and repeat the process if necessary