

WHEN THE HEALERS NEED HEALING, WE'RE HERE TO HELP.

As a healthcare worker, you're an integral part of the community and we need you now more than ever. Let today be the day you take steps toward your own self-care, healing and recovery. There is no shame in asking for help, after all, that's what your own patients do every day.

Being a healthcare worker often means making sacrifices to treat your patients. But are you taking the time to make sure your own well-being is prioritized? A fully insured Group or Leave Management policy with The Hartford provides resources and support to help you cope with stress and build on your successes.

The Hartford's Ability Assist® Counseling Services (offered by ComPsych®¹) can play an important role in this process. Our straightforward approach takes the complexity out of seeking professional help and ensures you get the most of your benefits package.

A vast majority of physicians report feeling burned out as a major impact on their lives.² But many don't seek help for reasons including:

- Being too busy
- Not wanting to risk disclosure
- Feeling they can deal with their problems without professional help
- Believing their symptoms are not severe enough

With your demanding schedule and responsibilities, it probably feels like pushing forward as normal is your only option. However, this valuable and 100% confidential support is available whenever it's convenient for you, thanks to Ability Assist's 24/7 access to master's level clinicians. Whether you need to tackle professional or personal challenges, or grief, loss or burnout, Ability Assist is your resource for emotional care.

This service offers three face-to-face or virtual visits per occurrence per year and unlimited phone consultations for financial, legal and work-life concerns. Your spouse and dependents are also covered for their own unique needs.

EXTRAS THAT SUPPORT AND ASSIST

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

Visit [guidanceresources.com](https://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 the personalization page enter: **ABILI**
3. After selecting "**Ability Assist program**," create your own confidential user name and password.



Snap a photo with a mobile device to capture this information.

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 GuidanceExpertsSM – 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
- Substance abuse
- Work/school disagreements
- Stress, anxiety and depression
- Relationship/marital conflicts
- 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
- Tax questions
- Getting out of debt
- Retirement
- 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

HealthChampionSM is a service that supports you through all aspects of your healthcare issues.³ HealthChampion is staffed by both administrative and clinical experts who understand the nuances of any given healthcare 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 healthcare 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

NO ONE SHOULD FACE THEIR CHALLENGES ALONE.

To learn more about Ability Assist, contact your HR department or visit [TheHartford.com/employee-benefits/value-added-services](https://www.TheHartford.com/employee-benefits/value-added-services)

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² Source: Medscape National Physician Burnout & Suicide Report 2020.

³ California residents are limited to three prepaid behavioral health counseling sessions in any six-month period. Except for acute emergencies and other special circumstances, additional sessions for California employees are available on a fee-for-service basis.

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THE HARTFORD

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