



Attachment E
Employee Assistance Program
Benefit Booklet as of January 2025

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Introduction

ComPsych is part the Employee Assistance Program (“EAP”) offered to Eligible Employees and Eligible Family Members as part of the ExxonMobil Health and Welfare Plan (“EMHWP”). ComPsych offers confidential, professional counseling for personal problems requiring limited intervention and referral services. Short-term counselling through ComPsych is available either virtual or in person, or a combination of both. You also have access to the following resources: resiliency coaching; digital Computerized Cognitive Behavioral Therapy (“CCBT”) through an interactive digital program that addresses stress, depression, anxiety, substance use, mindfulness, insomnia, and more; an online platform available 24/7; credentialed clinicians with expertise in children for caregivers of children with special needs; and work-life assistance resources including legal/financial services and referrals. ComPsych coverage is automatic for eligible employees and family members at no cost to you.

The ComPsych EAP is described in this booklet. These tools help you find specific information quickly and easily.

- Information sources, places where you can get more information.
- Plan at a glance, highlighting plan basics.

A careful review of this booklet will help you understand how the Plan works so you can make the best use of it.

You may obtain additional information through the sources shown in the Information sources section.

Information sources

Care manager — Arranges for and provides counseling services.

Phone number:

ComPsych
888-226-1420
24 hours a day, seven days a week

Website:

www.guidanceresources.com. Register using your Organization web ID: ExxonMobil.

App: GuidanceNowSM

Your Total Rewards portal (digital.alight.com/exxonmobil)

Alight Mobile app (available through Apple App Store or Google Play)
Phone: 833-776-9966
Address: Dept 02694, PO Box 64116, The Woodlands, TX, 77387-4116

Other ExxonMobil sponsored sites –Provides employees and their family members access to plan-related information.

- **EM Connect, the Human Resources Intranet Site** — Can be accessed at work by current employees.
- **ExxonMobil Family, the Human Resources Internet Site** — Can be accessed from home by everyone at www.exxonmobilfamily.com.

Private and confidential

ComPsych professional counselors are located away from your workplace location, and ComPsych does not reveal to the company the names of or reasons for individuals seeking assistance. Unless your supervisor identifies and discusses with you a situation where ComPsych benefits would be beneficial, you tell others, or the law requires disclosure, no one at the company will know that you are using the program. In situations involving real or potential harm to individuals (for example, child abuse cases or direct threats of violence against a person), laws require that certain notifications be made. ComPsych counselors will comply with these laws and disclose required information.

Professional counselors

ComPsych makes available the counseling and referral services offered by the EAP through a network of credentialed, licensed clinicians with expertise in areas such as: adolescents and children, anxiety disorders and depression, domestic violence, marriage and families, stress management, and substance abuse.

No charge for ComPsych EAP services

Many problems can be resolved in just a few sessions with an experienced counselor. ComPsych may provide you or your eligible family members with up to eight sessions in a calendar year for each issue.

If you need more counseling sessions than are provided under the ComPsych EAP - or if you need services that are not provided by the ComPsych EAP - ComPsych counselor will refer you to outside services. If the ComPsych EAP counselor determines that more intense services are needed, you may be immediately referred to an appropriate mental health provider. The cost of the additional or outside services is not covered under the ComPsych EAP.

Eligible services under EMHWP ComPsych EAP

You may call the service at any time, for any reason. Reasons for seeking assistance are as varied as the individuals calling. Some of the types of situations for which you may seek help include:

Counseling Services: Confidential, professional counseling for personal problems requiring limited intervention and referral services for more complicated problems. Up to 8 sessions per issue per year, which can be either virtual, in person or a combination of both.

Well-Being Coaching: Connecting with a personal coach for one-on-one sessions available virtually or by phone to cover a variety of issues, including tackling burnout and work-life balance, developing self-compassion and resiliency, improving sleep, and more.

Work/life support and services: Offers services for family care and personal convenience matters; including customized, timely referral information and educational literature. Participants can call an unlimited number of times regarding the same or different issues related to child and elder care, adoption, education, pet care, and personal convenience needs. Online access to information also available.

Legal: access to in-house legal department that can provide insightful coaching and guidance to address participants' unique and challenging needs, such as bankruptcy, contracts, credit, estate planning, identity theft, real estate, wills, family/civil, and more. If necessary, participants can receive a referral to a local network attorneys for a free 30-minute initial meeting as well as a 25% reduction in fees for any services rendered thereafter.

Financial: access to in-house financial department. Covers broad range of issues, including credit issues, debt and bankruptcy, family budgeting, insurance options, investment options, money management, mortgages, loans, and refinancing. Personal finance professionals must have a college degree, professional certification, and financial planning experience. Helpful articles also available online.

For more extensive financial support, see the [Financial Fitness Program](#).

Children with special needs – education and counseling: ComPsych includes online resources and licensed clinicians with expertise in children. It can assist caregivers with connecting them to providers who have specialties in parent/child relationships, family issues, learning disabilities, caregiver burnout, parental stress, and other relevant areas of expertise, as well as helping locate support groups. ComPsych also offers a wide range of articles, resource guides, online centers, and entire website sections focused on parenting, caregiving, special needs and gifted children, autism spectrum disorder, and other challenges.

Computerized Cognitive Behavioral Therapy (“CCBT”), through interactive digital program that addresses stress, depression, anxiety, substance use, mindfulness, insomnia, and more. This needs-based digital platform uses sophisticated artificial intelligence to address issues in a personalized and user-friendly fashion. Digital CBT is available via desktop, tablet, and mobile app, providing support and services whenever and wherever users need it most. Go to

www.guidanceresources.com and on the main landing page, search for “Additional Tools & Resources” and click Digital Self-Care Tools tile so you can download the Koa Foundations app.

GuidanceResources Online: Access to an online portal which provides employees with instant guidance, information, and helpful tools to address life’s challenges. This site includes a comprehensive library of topics, including health, wellness, consumer, family, career, education, legal, and financial information as well as multimedia and interactive tools. Employees have the option to complete an Assessment and receive Guided Care Plans. Employees can also download the GuidanceNow app to their smartphones to browse articles and HelpSheets, search directories and use one-touch dialing to connect with local experts.

How to get the care you need

To get assistance, check these options to get started:

Option 1: Call ComPsych

Dial **888-226-1420** 24 hours a day, seven days a week. You will reach a licensed, master’s-level intake clinician.

Intake and Assessment Process

Routine Intake: For routine calls, the intake clinician or GuidanceConsultant will:

1. Complete an assessment of the caller’s situation and determine if there is an urgent need
2. Explain the referral process and answer any questions about the service
3. Refer the caller to a local GuidanceExpert

The member will then schedule online or virtual counseling appointments and follow-up visits with a GuidanceExpert, or the GuidanceConsultant can help to make the initial appointment at the caller’s request.

Urgent and Emergent Triage: When a caller presents with an emergency, our professionals engage the caller, implement crisis protocols, and provide emergency intervention with a local professional (such as a hospital, the police, or a GuidanceExpert) who will take further action, as appropriate. ComPsych does not provide urgent care.

Assessment and Counseling: Intake and assessment are generally completed during the first call and finalized during the first session with a GuidanceExpert. The remaining sessions are used to work toward resolving the presented issue.

During in-person or virtual counseling sessions, GuidanceExperts will:

- Evaluate the individual’s situation and symptoms
- Work with the individual to identify the primary issue and set achievable treatment goals
- Determine an appropriate treatment plan

GuidanceExperts will typically evaluate individuals during the first and second sessions and treat them in the remaining ones. For individuals seeking help beyond the ComPsych EAP (needing inpatient care, or longer term treatment), GuidanceExperts will help them engage with the EMHWP for the next phase of care.

Option 2: Find ComPsych Provider

You may also select a ComPsych provider at www.guidanceresources.com. Sign in with your user name and password. If you are registering for the first time, go to the Register tab and type **exxonmobil** under Organization Web ID and complete registration process. You can then locate a nearby counselor through “**Connect Me**” and then by clicking “Find a Therapist.” Users can also search for a local attorney, financial expert, child care, and elder care providers under “**Browse All Services**” and further down on the homepage.

Option 3: Connect to Care Online

Through the “**Connect Me**” area on the homepage at www.guidanceresources.com, ComPsych also offers alternative methods of accessing support for those individuals who prefer the anonymity of the internet or are otherwise reluctant to call the toll-free number.

Connect Me - For those who know what they want now, the “**Connect Me**” option offers our quickest path to immediate care. With as little as two clicks, members can connect immediately with an expert or schedule appointments for services that are right for them.

Option 4: GuidanceResources Mobile App

GuidanceResources Online mobile app, **GuidanceNowSM** enables users to access all of the same great features as the website. Members can access program information and member resources, find local providers, and browse content on topics such as managing stress, financial planning, child care, elder care, and more. In addition to enabling one-click capability to reach our call center, via the ExxonMobil-dedicated phone number, users can also access mobile-specific features such as click-to-call (to dial a phone number) and location-based mapping.

If you require additional services beyond that provided by ComPsych, those services may be provided under the EMHWP. If you have a problem with the ComPsych EAP, contact ComPsych.

Claims and Appeals

Initial claims

Because ComPsych pays all ComPsych EAP providers directly, you do not file claim forms and you should not make any payment to a provider for ComPsych services. In the event that you mistakenly pay a provider for ComPsych services, ComPsych will make a determination on your request for reimbursement within 15 days after receipt of the Claim (if ComPsych services have not yet been received) or with 30 days after receipt of the Claim (if the ComPsych services have already been received). ComPsych will notify you of its determination in writing, within the 15 day or 30 day period, as applicable.

The following categories of claims for benefits may apply to the ComPsych EAP, and according to the type of claim submitted, ComPsych will review your claim and respond within a designated response time. If ComPsych needs additional time (an extension) to decide on your claim because of special circumstances, you will be notified within the claim response period.

Urgent care means care needed to avoid serious jeopardy to your life or health or to regain maximum function (or required to avoid severe pain), as determined by ComPsych or your treating physician. ComPsych does not make Claim determinations relating to urgent care.

Pre-service claims are any claims for benefits where the Plan provisions require approval before care is obtained.

Post-service claims are claims made after care is received and apply to claims under the ExxonMobil Employee Assistance Program.

Type of Claim	Response Time	Extension
Urgent care claims	Not applicable	
Pre-service claims	15 days	An additional 15 days. However, if an extension is necessary due to incomplete information, you must provide the additional information within 45 days from the date of receipt of the extension notice.
Post-service claims	30 days	An additional 15 days. However, if an extension is necessary due to incomplete information, you must provide the additional information within 45 days from the date of receipt of the extension notice.

Denied claims

If your claim for benefits is denied completely or partially, and you authorize written communication to you, ComPsych will provide written notice to you, your beneficiary, or designated representative. The notice will describe:

- The specific reason(s) for the denial for the denial decision,
- Identify Plan provisions on which the decision is based,
- Describe any additional material or information necessary for an appeal review and an explanation of why it is necessary,
- Explain the review procedure, including time limits for appealing the decision and to sue in federal court,
- Identify your right to receive, free of charge, upon your request, any internal rule, guidelines, protocol, or similar criterion relied on in making the decision, and
- Identify your right to receive, free of charge, upon your request, an explanation of the clinical judgment on which the decision is based (if the denial is based on exclusion of experimental treatment services or because ComPsych services are not clinically appropriate).

If you do not authorize written notice, ComPsych will furnish this information to you or your Authorized Representative by telephone.

Filing a mandatory appeal

If you believe your Claim for ComPsych benefits was denied in error, you may appeal the decision. Your appeal must be submitted in writing to ComPsych within 180 days following your receipt of a denial notice.

Your appeal should state the reasons why you feel your Claim for ComPsych benefits is valid and include any additional documentation that you feel supports your Claim for ComPsych benefits. You can also include any additional questions or comments. You may submit written comments, documents, records and other information relating to your appeal, whether or not the comments, documents, records or information were submitted in connection with the initial Claim for ComPsych benefits. On your request, ComPsych will make relevant documents available to you.

The review of the initial decision will consider all new information, whether or not it was presented or available for the initial decision. The person who conducts the appeal review will be different from the person(s) who originally denied your Claim for ComPsych benefits and will not report directly to the original decision maker or prior reviewer.

You or your Authorized Representative will be notified of the appeal decision within the following time frames:

- If the case involves an adverse determination on a request for ComPsych services or a pre-service adverse determination relating to reimbursement, within thirty (30) days of ComPsych's receipt of the request for appeal;

- If the case involves a post-service adverse determination relating to reimbursement, within sixty (60) days of ComPsych's receipt of the request for appeal.

If ComPsych needs additional time to decide on your claim because of special circumstances, you will be notified within the claim response period. However, an extension may be requested, but the law stipulates that no additional time will be allowed.

If you authorize written communication, ComPsych will give you or your Authorized Representative the decision on the appeal in writing. If the denial is upheld on appeal, the notice will set forth:

- The specific reason(s) for the denial and the Plan provisions upon which the denial is based.
- A statement that you are entitled to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the claim.
- Notice of your right to receive, free of charge, upon your request, any internal rule, guidelines, protocol, or similar criterion relied on in making the decision.
- Notice of your right to receive, free of charge, upon your request, an explanation of the clinical judgment on which the decision is based (if the denial is based on exclusion of experimental treatment services or because ComPsych services are not clinically appropriate).
- A statement of your right to bring an action under section 502(a) of the Employee Retirement Income Security Act ("ERISA").

If you do not authorize written notification, ComPsych will furnish this information to you or your Authorized Representative by telephone. If you do not agree with the final decision of ComPsych, you may bring a lawsuit in federal district court within one year of the final decision. You cannot bring legal action unless your Claim has been reviewed and denied by ComPsych.

Legal actions

No action at law or in equity to recover benefits under the Plan shall be brought unless the mandatory appeal process has been completed. In any event, no such action shall be brought after the expiration of one year from the time an appeal is decided by ComPsych.