

LIFE RESOURCES PROGRAM TRANSITION

Frequently Asked Questions

UC Irvine's Life Resources Program vendor is changing from ComPsych Guidance Resources to TELUS Health effective August 1, 2026. These FAQs are intended to help co-workers understand what is changing, what stays the same, and how to access support during the transition.

1. What is changing?

Effective August 1, 2026, UCI's Life Resources Program will transition from ComPsych Guidance Resources to TELUS Health as the program vendor. TELUS Health will provide confidential support services, including counseling referrals, work-life resources, legal and financial consultation, and other co-worker support services.

2. When does the change take effect?

The transition to TELUS Health will take effect on August 1, 2026. Co-workers seeking Life Resources Program services on or after August 1 will be connected to TELUS Health.

3. What if I am already working with a ComPsych provider before August 1, 2026?

If you are actively working with a ComPsych provider prior to August 1, you may continue your authorized sessions with that provider until your case is closed, with no disruption to your current care.

4. What if I need to start services on or after August 1, 2026?

Co-workers seeking Life Resources Program services on or after August 1 will access services through TELUS Health and will be connected with a TELUS Health provider or resource.

5. Do I need to do anything before August 1?

If you are not currently using Life Resources Program services, no action is needed before August 1. Updated access information, including the TELUS Health phone number, website, and other service details, will be posted on the [Life Resources Program website](#) prior to launch.

6. Will the types of services available through the Life Resources Program change?

The core services will remain similar. Co-workers will continue to have access to confidential support services, including counseling referrals, work-life resources, legal and financial consultation, and other support services. Additional details about TELUS Health services will be available on the [Life Resources Program website](#) and in the [overview of services flyer](#).

7. Is the Life Resources Program confidential?

Yes. The Life Resources Program remains a confidential resource. TELUS Health does not

share individual information with UC Irvine except in limited circumstances required by law, such as when there is a serious safety concern or other legally mandated reporting requirement.

8. Who is eligible to use the Life Resources Program?

Eligibility information will be included on the [Life Resources Program website](#) and TELUS Health [overview of services flyer](#). All UCI and UCI Health co-workers and members of their household are eligible to use the Life Resources Program.

9. Will there be a gap in services during the transition?

No. Co-workers actively working with a ComPsych provider before August 1 may continue their authorized sessions until their case is closed. Co-workers seeking services on or after August 1 will be connected with TELUS Health.

10. What if I am experiencing an urgent concern?

If you are experiencing an emergency or immediate safety concern, call 911 or go to the nearest emergency room.

For non-emergency support, employees may continue to access the Life Resources Program through the current vendor before August 1 and through TELUS Health on or after August 1.

11. Where can I find updated information?

Updated information will be posted on the [Life Resources Program website](#) prior to the August 1 transition. The website will include TELUS Health access information, an overview of available services, and guidance for employees who are currently using or planning to use Life Resources Program services.

12. Who can I contact with questions?

If you have questions about the Life Resources Program transition, please contact the Employee Experience Center (EEC), eec@uci.edu. Updated information will also be posted on the [Life Resources Program website](#) prior to the August 1 transition.