

# Employee Assistance Program (EAP) and Work-Life Services

## Convenience Services

We understand balancing work and life can be challenging. That's why we offer you around-the-clock access to Work-Life specialists who have expertise in convenience needs. Whether you have a quick question or need a local resource, we can help you find what you want, including services to address:

- Home or appliance repair
- Moving and relocation
- Marriage
- Emergency readiness
- Restaurant reservations
- Travel needs
- Event tickets
- Personal shoppers
- Pet care
- Adolescent issues
- College planning
- Dependents with special needs
- Retirement
- Passports and visas
- Event planning
- Purchasing household items
- Errand-running
- Family planning
- Adoption
- Child and adult care
- Parenting
- Emergency dependent care



## LIFE MADE EASIER.

FOR FREE, CONFIDENTIAL ASSISTANCE,

**Call:** (TTY: 711)

**Sign in:**

**EAP APP OR WEB LOGIN:**

**Username:**

**Password:**



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## How it works

When you call, our specialists will talk with you about your concerns and discuss your options. Then we'll perform a custom search for local resources based on your needs and preferences and give you a list of referrals along with relevant articles, checklists and other resources to help you meet your unique needs.

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## Online resources

You and members of your household have unlimited access to the program and can call anytime for information and referrals.

## Our website also features:

- Articles on work-life topics including child and adult care, caregiving, parenting, moving and relocation, pet care, adoption and more
- Checklists and calculators
- Quizzes and assessments
- Local resource searches by address or ZIP code

EAP and Work-Life Services are convenient, confidential and provided at no additional cost to you and members of your household. We're here 24 hours a day, seven days a week, so contact us and take back some of the hours in your day.



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# Humana®

These non-insurance services are provided by Humana EAP and Work-Life Services. This is a general description of services which are subject to change. Please refer to your Human Resources contact for more information. Personal information about participants remains confidential according to all applicable state and federal laws, unless disclosure is allowed by such laws.

## Important!

### At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, marital status or religion. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:  
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618  
If you need help filing a grievance, call **1-866-440-6556** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at **<https://www.hhs.gov/ocr/office/file/index.html>**.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **1-800-927-HELP (4357)**, to file a grievance.

### Auxiliary aids and services, free of charge, are available to you. 1-866-440-6556 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

### Language assistance services, free of charge, are available to you. 1-866-440-6556 (TTY: 711)

**Español (Spanish):** Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

**繁體中文 (Chinese):** 撥打上面的電話號碼即可獲得免費語言援助服務。

**Tiếng Việt (Vietnamese):** Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

**한국어 (Korean):** 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

**Tagalog (Tagalog – Filipino):** Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

**Русский (Russian):** Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

**Kreyòl Ayisyen (French Creole):** Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

**Français (French):** Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

**Polski (Polish):** Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

**Português (Portuguese):** Ligue para o número acima indicado para receber serviços linguísticos, grátis.

**Italiano (Italian):** Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

**Deutsch (German):** Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

**日本語 (Japanese):** 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

**فارسی (Farsi)**

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

**Diné Bizaad (Navajo):** Wóda hí béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowól.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك