

H



Humana's EAP & Work-Life Services

Welcome Kit

For clients fully insured with
Humana medical and level-funded
premium groups



Humana®



Humana's Employee Assistance Program (EAP) and Work-Life Services

Humana's Employee Assistance Program (EAP) and Work-Life Services can help you and your employees live your best lives by assisting with work and personal matters in a unique way. From legal and financial consultations to finding the right care for a child or aging parent to assistance with moving and relocation, our confidential and convenient services have something for everyone.

This service is available to you, your employees, and members of their households. We want to make sure you're taking full advantage of this program that is included as part of your insurance plan with Humana. Take a few moments to review this Welcome Kit and use the included materials* to get the word out to employees about the wide variety of services we offer.

We look forward to serving your company's unique needs.

Best,
The EAP and Work-Life Services Team

*All materials are specific to our clients who are fully insured with Humana medical. If you are fully insured AND have purchased additional session hours through our EAP, your access to services will be different than what's included here.

GCHHTWZEN_0322



EAP & Work-Life Services

Marketing materials

The materials below can be used to promote awareness of and engagement with Humana's EAP and Work-Life Services. For your convenience and ease of sharing, we've included direct links and brief descriptions on how to use each piece of collateral.

On each flyer, there are open fields where you'll insert the information below for access to services:

- Phone #: 1-866-440-6556 TTY: 711
- URL: [Humana.com/eap](https://humana.com/eap)
- Username: eapt
- Password: eapt

To download, click the icon to the left of the description.



Manager flyer

Outlines the EAP and Work-Life Services and resources specifically designed to assist managers, supervisors and human resource professionals with employee-related concerns.

Member materials



General flyer

Distribute via email or post in general areas to increase awareness about the EAP and Work-Life Services program.



Tear-away flyer

Post this flyer at the worksite in a common area such as a breakroom or bathroom so people can tear off a sheet and have the contact information for their Employee Assistance Program (EAP).



Convenience services flyer

Outlines the convenience services offered through our Employee Assistance Program and Work-Life Services to clients who are fully-insured with Humana.



Promotional poster

Distribute to employees or display in common areas at the worksite to increase awareness and spark curiosity.



Frequently asked questions

Share some of the most common questions and answers about our EAP and Work-life Services.

Humana®

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'í béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'éh saad bee áká'ánida'áwo'déé nika'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك