

# Employee Assistance Program FAQs

## What is the Employee Assistance Program?

The Employee Assistance Program (EAP) is a service sponsored by your employer to help you and members of your household deal with the daily stressors of work and life. Our EAP professionals can help with:

- Confidential support for personal and/or work issues
- Life transitions
- Emotional concerns
- Sleeping difficulties
- Relationship issues
- Coping with a serious illness
- Grief associated with loss of a family member
- Information on local resources for child care, adult care, consumer education, pet care, recreation activities, moving and relocation, home repairs and services, and much more...
- Confidential 30-minute consultations with attorneys and financial professionals

## How can these services help me?

EAP and Work-Life offer you personalized help for any life event. They can help you deal with daily issues, family concerns, and health and wellness. Support and referral to the most appropriate resources is available 24 hours a day, seven days a week.

## Who can use the EAP?

All employees and their household members regardless of being on the Humana medical program can use EAP.

## Are these services confidential?

All EAP services are confidential and comply with federal privacy laws and protections.

## Do I have to pay for this program?

The EAP is offered at no additional cost and provided to you by your employer.

## What if I just want information and don't want to speak with anyone now?

You can access useful articles, tip sheets, webinars, and checklists by logging on or calling using the credentials below. These resources focus on a variety of important topics, including relationships, caregiving, grandparenting, and emotional well-being. Employees can call 24 hours a day, seven days a week just for information.

## LIFE MADE EASIER.

FOR FREE, CONFIDENTIAL ASSISTANCE,

**Call:** (TTY: 711)

**Sign in:** [Humana.com/EAP](https://www.humana.com/EAP)

**EAP APP OR WEB LOGIN:**

**Username:**

**Password:**



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.

Legal and financial consultations are limited to thirty minutes and are available at no additional charge. A 25% discount on further legal and tax preparation services provided by attorneys, mediators and financial counselors is available. Certain legal and financial topics and issues are excluded from this service. Services are provided through CLC Incorporated. Neither Humana EAP and Work-Life Services nor CLC Incorporated is a law firm. Humana EAP and Work-Life Services, its parent and affiliates are not liable for the negligent provision of services by CLC Incorporated or its contracted professionals.

## 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'adoowoł.

**العربية (Arabic)**

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك