



## Answers to frequently asked questions about tutoring services through Tutor.com

As an extra benefit, Humana Healthy Horizons™ in Florida members in grades K-12 can access no-cost, online tutoring services through Tutor.com that include:

- Access to academic resources
- Personalized one-on-one help with school work with a live tutor skilled in the subject area
- Real-time writing help

Below you'll find answers to frequently asked questions about this extra benefit.



### **Q. How do I access the tutoring services?**

**A.** Eligible Humana Healthy Horizons in Florida members can access services through Tutor.com. To prove eligibility, you must:

- Prove that you are a Humana Healthy Horizons in Florida member, such as through:
  - [MyHumana.com](https://www.mychumana.com)
  - [Go365 for Humana Healthy Horizons™](https://www.go365forhumana.com)
  - Other way

### **Q. How old do you have to be to set up a Tutor.com account?**

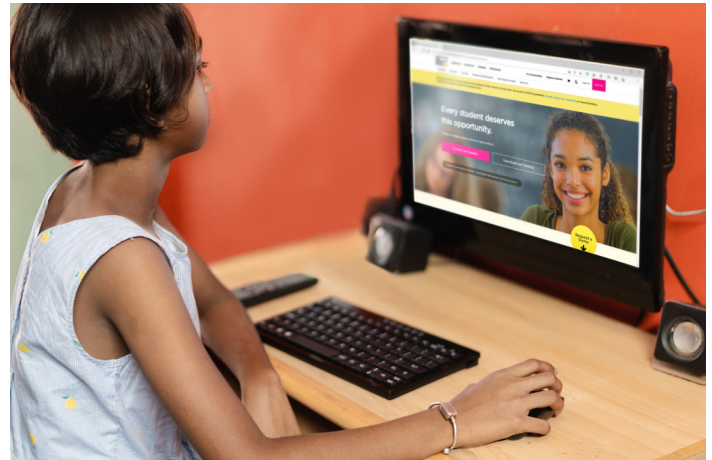
**A.** Minors cannot set up a Tutor.com account. A minor's parent or guardian can set up an account on behalf of the minor.

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### **Q. What services are available?**

**A.** Available services include:

- Private, one-on-one online tutoring sessions
- Support with homework
- Review of subject material(s) (See Appendix for list of core academic subjects)
- Practice sessions

### **Q. When are live tutors available?**

**A.** Live tutors are available seven days a week.

### **Q. Can I work with the same tutor each time?**

**A.** Tutor.com lets students schedule sessions in advance with the same tutor through a scheduling feature.

### **Q. How much time each week can I access a tutor through Tutor.com?**

**A.** Humana Healthy Horizons in Florida members can access up to two hours each week of tutoring through Tutor.com.

**Q. When during the day can I connect with a live tutor?**

**A.** Tutor.com offers English-language and bilingual services as follows:

- English-speaking tutors who specialize in core academic subjects (see Appendix) are available 24/7
- Bilingual tutors who specialize in core academic subjects (See Appendix) are available from at least 2 p.m. – 2 a.m. seven days a week

**Q. Are tutors available on federal holidays?**

**A.** While Tutor.com has tutors available every day, availability is limited on:



- January 1
- July 4
- Thanksgiving
- December 25

**Q. What if I'm not happy with the tutoring I/my child get(s)?**

**A.** Students are asked to complete a brief satisfaction survey at the end of each tutoring session.

**Q. What other support is available?**

**A.** Tutor.com provides students with:

- Technical support via its client services and support staff during business hours
- Email support 24/7
- Access to answers to frequently asked technical questions

**Q. Do I need to have a speaker built into my computer?**

**A.** The conversation part of the tutoring session can be done over a phone, but you must have a computer screen for the tutoring portion.

**Q. What are the technical requirements to access services through Tutor.com?**

**A.** The current minimum system requirements to access the Tutor.com Learning Suite™ are as follows:

Operating system	Supported browsers	Recommended browsers
Windows XP+	Internet Explorer (10 or higher) Firefox (15.0 or higher) Chrome (26.0 or higher)	Firefox (latest version) Chrome (latest version)
Mac OS X+	Safari (5.0 or higher) Firefox (15.0 or higher) Chrome (26.0 or higher)	Safari (latest version) Firefox (latest version)
ChromeOS (Chromebook)	Chrome (latest version)	Chrome (latest version)
Ubuntu (or other Linux)	Chromium (latest version) Safari (latest version)	Chromium (latest version)
iOS 5+	Firefox (15.0 or higher)	Safari (latest version)
Android 4.0+ (Ice Cream Sandwich+)	Chrome (latest version)	Chrome (latest version)

**Q. Do I need to access tutoring via a desktop device only?**

**A.** Tutor.com has an app available for iOS and Android, but you must:

- Set up an account via the desktop version
- Download the app to a mobile device
- Access your custom account via the app

**Q. What type of Internet connection should I have?**

**A.** Tutor.com recommends an Internet connection with a minimum speed of 56K.

## Appendix

### List of core academic subjects (by grade level)

**Available tutoring support for Humana Healthy Horizons in Florida members includes:**

Kindergarten – 5th grade	6th grade – 8th grade
English Language Learning (ELL) French German Math Microsoft Word Reading Science Social studies Spanish Spelling and grammar Writing	Algebra Computer science, introductory German Earth science English language arts – Grammar English language arts – Literature English language arts – Writing English Language Learning (ELL) English Language Learning (ELL) – Writing French German Math – Middle school level Microsoft Excel Microsoft PowerPoint Microsoft Windows Microsoft Word Physical science Pre-Algebra Writing Reading comprehension Science – Middle school level

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# Appendix

## 9th grade – 12th grade

Algebra	Microsoft PowerPoint
Algebra II	Microsoft Windows
Art History and Appreciation	Microsoft Word
Astronomy - Introductory Level	Physical Science
Biology	Physics
Calculus	Pre-Algebra
Chemistry	Pre-Calculus
Coding with C	Psychology - Introductory Level
Coding with C#	Reading Comprehension
Coding with C++	Science - General
Coding with HTML / Web Design	Spanish
Coding with Java	Statistics
Coding with Python	Study Skills - Doing Research
Computer Science - Introductory	Study Skills - Getting Organized
Earth Science	Study Skills - Setting Goals
English Language Arts	Study Skills - Studying Effectively
English Language Learning (ELL)	Study Skills - Taking Notes
European History	Study Skills - Time Management
French	Trigonometry
Geography	U.S. History
Geometry	World History
German	Writing - Citations
Government	Writing - College/Scholarship Essays
Human Geography	Writing - Creative Writing
Literature	Writing - General
Math - General	Writing for English Language Learning
Microsoft Excel	
<b>Matemáticas</b>	<b>Ciencias</b>
Algebra	Biología
Algebra II	Ciencias de la Tierra
Calculo	Física
Estadística	Primaria
Geometría	Química
Grados Medios	<b>Estudios Sociales</b>
Primaria	Estudios Sociales
Trigonometría	
<b>Advanced Placement Courses</b>	
AP Biology	AP Literature
AP Calculus AB	AP Macroeconomics
AP Calculus BC	AP Microeconomics
AP Chemistry	AP Physics 1

# Appendix

## 9th grade – 12th grade

### Advanced Placement Courses

<p>AP Comparative Government and Politics</p> <p>AP Composition</p> <p>AP Computer Science A</p> <p>AP Computer Science Principals</p> <p>AP European History</p> <p>AP French Language and Culture</p> <p>AP German Language and Culture</p> <p>AP Human Geography</p> <p>AP Italian Language and Culture</p>	<p>AP Physics 2</p> <p>AP Physics C</p> <p>AP Psychology</p> <p>AP Spanish Language and Culture</p> <p>AP Statistics</p> <p>AP U.S. History</p> <p>AP World History</p> <p>AP® Art History</p>
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### ACT/PSAT/SAT Prep

<p>ACT - English Composition</p> <p>ACT - English Grammar</p> <p>ACT - English Reading</p> <p>ACT - Math Algebra</p> <p>ACT - Math Algebra II</p> <p>ACT - Math Basic</p> <p>ACT - Math Geometry</p> <p>ACT - Math Pre-Calculus</p> <p>ACT - Math Statistics and Probability</p> <p>ACT - Science Biology</p> <p>ACT - Science Chemistry</p> <p>ACT - Science Earth/Space</p> <p>PSAT/SAT - Math Algebra</p> <p>PSAT/SAT - Math Basic</p> <p>PSAT/SAT - Math Geometry</p>	<p>PSAT/SAT - Math Pre-Calculus</p> <p>PSAT/SAT - Math Statistics and Probability</p> <p>PSAT/SAT - Reading</p> <p>PSAT/SAT - Writing</p> <p>SAT Subject Test - Biology</p> <p>SAT Subject Test - Chemistry</p> <p>SAT Subject Test - Literature</p> <p>SAT Subject Test - Math 1 Algebra</p> <p>SAT Subject Test - Math 1 Algebra II</p> <p>SAT Subject Test - Math 1 Pre-Calculus</p> <p>SAT Subject Test - Math 1 Trigonometry</p> <p>SAT Subject Test - Physics</p> <p>SAT Subject Test - U.S. History</p> <p>SAT Subject Test - World History</p>
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**ENGLISH:** This information is available for free in other languages and formats. Please contact our Customer Service number at **800-477-6931**. If you use **TTY**, call **711**, Monday – Friday, 8 a.m. to 8 p.m.

**SPANISH:** Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al **800-477-6931**. Si usa un **TTY**, marque **711**. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m.

**CREOLE:** Enfòmasyon sa a disponib gratis nan lòt lang ak fòma. Tanpri kontakte nimewo Sèvis Kliyan nou an nan **800-477-6931**. Si ou itilize **TTY**, rele **711**, Lendi - Vandredi, 8 a.m. a 8 p.m.

**FRENCH:** Ces informations sont disponibles gratuitement dans d'autres langues et formats. N'hésitez pas à contacter notre service client au **800-477-6931**. Si vous utilisez un appareil de télétype (**TTY**), appelez le **711** du lundi au vendredi, de 8h00 à 20h00.

**ITALIAN:** Queste informazioni sono disponibili gratuitamente in altre lingue e formati. La preghiamo di contattare il servizio clienti al numero **800-477-6931**. Se utilizza una telescrivente (**TTY**), chiami il numero **711** dal lunedì al venerdì tra le 8 e le 20:00.

**RUSSIAN:** Данную информацию можно получить бесплатно на других языках и в форматах. Для этого обратитесь в отдел обслуживания клиентов по номеру **800-477-6931**. Если Вы пользователь **TTY**, звоните по номеру **711** с понедельника по пятницу, с 8.00 до 20.00.

## Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-477-6931 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 p.m. Eastern time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

## 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, ethnicity, marital status, religion, or language. 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 **800-477-6931** 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, **800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

### Auxiliary aids and services, free of charge, are available to you. **800-477-6931 (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.

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**English: ATTENTION:** If you do not speak English, language assistance services, free of charge, are available to you. Call **800-477-6931 (TTY: 711)**.

**Español: (Spanish) ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **800-477-6931 (TTY: 711)**.

**Kreyòl Ayisyen: (French Creole): ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **800-477-6931 (TTY: 711)**.

**Tiếng Việt: (Vietnamese) CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **800-477-6931 (TTY: 711)**.