

# Employee Assistance Program FAQ

## 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 EAP ASSISTANCE,

**Call:** 1-866-440-6556 **TTY:** 711

**Sign in:** [Humana.com/eap](https://Humana.com/eap)

**Username:** eapt

**Password:** eapt

Services provided by Humana EAP and Work-Life Services. Personal information about participants and members of their households remains confidential according to all applicable state and federal laws. Information may be disclosed if permitted by such laws.

Free legal/financial consultations are limited to 30 minutes per issue. A 25 percent 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.

### Discrimination is Against the Law

Humana Inc. and its subsidiaries comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or religion.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-866-440-6556 (TTY: 711).  
Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-440-6556 (TTY: 711).  
繁體中文 (Chinese): 注意:如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-866-440-6556 (TTY: 711).

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