

# Support dealing with traumatic events in 2021

It's a new year, and we continue to experience unprecedented national and global events that may cause trauma. As we continue to watch events unfold, something that barely makes an impression on one person may leave another person reeling. Your Employee Assistance Program (EAP) and Work-Life Services are here to support.

Symptoms of trauma may include physical, emotional/mental and behavioral responses:

## Physical responses

- Change in sleep patterns
- Change in appetite

## Behavioral responses

- Withdrawal
- Drinking more than normal
- Lethargy, restlessness
- Apathy

## Mental responses

- A foggy feeling
- Constantly looking for the next thing to go wrong
- Difficulty concentrating
- Obsessing on the traumatic event



EAP and Work-Life Services are available 24 hours a day, seven days a week. They are completely confidential and available at no cost to you, your family members, and your close friends. You can reach them in two easy ways:

## LIFE MADE EASIER.

FOR FREE, CONFIDENTIAL ASSISTANCE,

**Call: 1-866-219-1232 (TTY: 711)**

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

**EAP APP OR WEB LOGIN:**

**Username: medhq**

**Password: medhq**



DOWNLOAD OUR APP



# Humana®

### Sources

American Psychological Association, "Recovering Emotionally from Disaster," <http://www.apa.org/helpcenter/recovering-disasters.aspx>

University of New Hampshire, "Dealing with the Effects of Trauma – A Self Help Guide\*," <http://unhcc.unh.edu/dealing-effects-trauma-%E2%80%93-self-help-guide>

The Centers for Disease Control, "Coping with Stress," <http://www.cdc.gov/features/CopingWithStress/>

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 and members of their households remains confidential according to all applicable state and federal laws, unless disclosure is allowed by such laws.

This material is provided for informational use only and should not be construed as medical, legal, financial, or other professional advice or used in place of consulting a licensed professional. You should consult with an applicable licensed professional to determine what is right for you.

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## 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