

## Participant Assistance Program (PAP)



Your program understands that project satisfaction and higher productivity are best achieved when research participants' personal needs are being met, and when their appointment and personal lives are in balance. That's why your program offers you PAP and Appointment-Life Services – to help you meet your unique personal needs and life events.

### What is a PAP?

A Participant Assistance Program (PAP) offers short-term counseling to help you and members of your household manage everyday life issues. Consultants are available to assist you with:

- Everyday needs and life events
- Weight control
- Emotional issues
- Relationship concerns
- Family relationships
- Coping with a serious illness
- Sleeping difficulties
- Loss of a loved one
- Eating disorders
- Office concerns
- Smoking cessation

### What is Appointment-Life?

Appointment-Life offers extensive assistance, information, and support to help you achieve a better balance between appointment, life, and family to help make your life easier. You can access information and self-search locators to find resources and providers that can help you with:

- Convenience services
- Housing options
- Child care
- Financing college
- Home ownership
- Caregiving from a distance
- Moving and relocation
- Finding colleges and universities
- Services and education for children with special needs
- Adoption, pregnancy and infertility
- Adjusting to retirement
- Locating services and care for older adults
- Pet care
- Finding schools
- Tutors and test prep
- Child development
- Recreational activities
- Consumer education



## What is the Legal and Financial Program?

As part of the PAP, you also have access to a free 30-minute consultation with a local attorney or financial counselor on issues such as real estate, retirement planning, divorce and separation, budgeting/debt reconstruction, and trusts and estates. Further legal and tax preparation services are discounted 25 percent.

You can also take advantage of Identity Theft Services including a 60-minute consultation and a free kit to help you restore your identity if you are a victim of identity theft.

## What if I'm just looking for information?

You can access many useful articles, tip sheets, and checklists by calling or signing in to the PAP and Appointment-Life website. Many helpful topics are available, including relationships, communication, life in the office, and emotional well-being.

## What else does the website offer?

It includes dozens of locators that allow you to search for health and wellness information, child care providers, adoption services, schools and colleges, daily living needs, older adult care, and much more. The site also offers calculators that can help you with everything from mortgage payment calculations to how much to save for your children's college education.

## Who can use PAP and Appointment-Life?

All research participants as well as household family members.

## Are these services confidential?

Yes. PAP and Appointment-Life are confidential according to law.

## Who pays for these services?

Your program pays all costs when you and members of your household use the program. If additional assistance or services are needed, you will receive referrals that consider your preferences, medical plan, and financial circumstances. Please refer to your insurance plan booklet or your Human Resources department for specific information about your medical plan.

## How do I access these services?

PAP and Appointment-Life are convenient, confidential and provided at no cost to you and members of your household. We're here 24 hours, seven days a week, so call anytime.

**Life made easier.**

**Call 1-866-219-1232 (TTY: 711)  
or visit us at [Humana.com/eap](https://www.humana.com/eap)**

Username: **orau**  
Password: **orau**

**\*When calling, please identify as Participant**

**Humana**<sup>®</sup>

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, unless disclosure is required by such laws.