



# Humana EAP and Work-Life: By the Numbers

Humana Employee Assistance Program (EAP) and Work-Life Services can help your workforce become more resilient and productive in their lives.

How does Humana EAP make an impact? Check out these numbers:

## What do employees think of Humana EAP?

OF RESPONDENTS:

**94%** were **satisfied** with the EAP service overall

**82%** felt **more confident** in their ability to handle the situation for which they called EAP

**57%** indicated they **felt less stress** than when they first called EAP

**76%** are likely to **recommend EAP**

## How has the EAP promoted mental well-being?



Survey respondents reported **49.7% fewer** mental Unhealthy Days



They also reported **41.8% fewer** days in which poor mental or physical health kept them from doing their usual activities

## Learn more

To find out more about how Humana EAP and Work-Life can support a culture of mental well-being in your workplace, contact your Humana sales representative.



## Humana®

These non-insurance services are 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 allowed by such laws.

In Kansas, Humana agents and sales representatives are prohibited from conducting pre-sale conversations with clients regarding Go365, EAP, or other value-added services.

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### ABOUT THE METHODOLOGY

This report presents outcomes of Humana EAP callers whose service requests were created between May 1, 2016 and April 30, 2018. Telephonic follow-up surveys were conducted approximately three months after the service request date. A total of 3,489 EAP callers, out of 18,795 eligible for follow-up, completed the survey (18.6% response rate).

Respondents reported improvement in Healthy Days as well as the five Workplace Outcomes Suite metrics (absenteeism, presenteeism, work engagement, life satisfaction and workplace distress). Survey respondents reported 7.1 fewer mental unhealthy days (n = 1,774, p < 0.001) (49.7% less) and 2.3 fewer days (41.8% less) on which poor mental or physical health kept them from doing their usual activities (n = 1,768, p < 0.001).