

# Caring for Health

Resources for friends and family

Care for you  
so you can  
care for them

## Advice and support when you need it

Have you ever had a health question while caring for a loved one and didn't know what to do?

When life gets challenging for the Humana member you're caring for, does she/he have someone to talk to?

It's good to know there is someone to talk to when challenging health and life situations come up. Here are two services that can help if the person you care for is a Humana Medicare Advantage plan member.

### HumanaFirst® Nurse Advice Line

Humana plan members can call the HumanaFirst Nurse Advice Line anytime – licensed nurses are available 24 hours a day, seven days a week.

When you call, with the member's approval, a nurse will talk with you about how your loved one is feeling and let you know what you can do. Remember, emergencies need immediate attention. If you have an emergency, be sure go to the emergency room.

#### How do I get started?

Just call **1-800-622-9529 (TTY: 711)** 24 hours a day, seven days a week to talk with a nurse. This is a good number to keep along with the contact information you keep for the person you're caring for: primary care provider, the closest urgent care facility, and hospital.



### Member Assistance Program (MAP)

Qualified and trained MAP professionals are available to provide confidential support and guidance for those times your loved ones need it most. They will take the time to listen to fully understand what is happening, plus provide assistance and resources on a variety of challenging issues. With the member's approval, you as their caregiver may be on the phone as they talk to the MAP professional.

#### What kind of issues?

- Life transitions (retirement, divorce, etc.)
- Emotional concerns
- Relationship issues
- Coping with a serious illness
- Grief associated with loss of a loved one
- Caregiving for grandchildren or other loved ones

#### How do I get started?

If the Humana member you're caring for is having an issue they'd like to talk to someone about, they can call a MAP professional at **1-800-767-6171, (TTY: 711)**, 24 hours a day, seven days a week. MAP professionals answer the phone Monday — Friday from 7:30 a.m. – 5:30 p.m. Central time. Calls received outside of these days and hours are answered by staff and are responded to the next business day.

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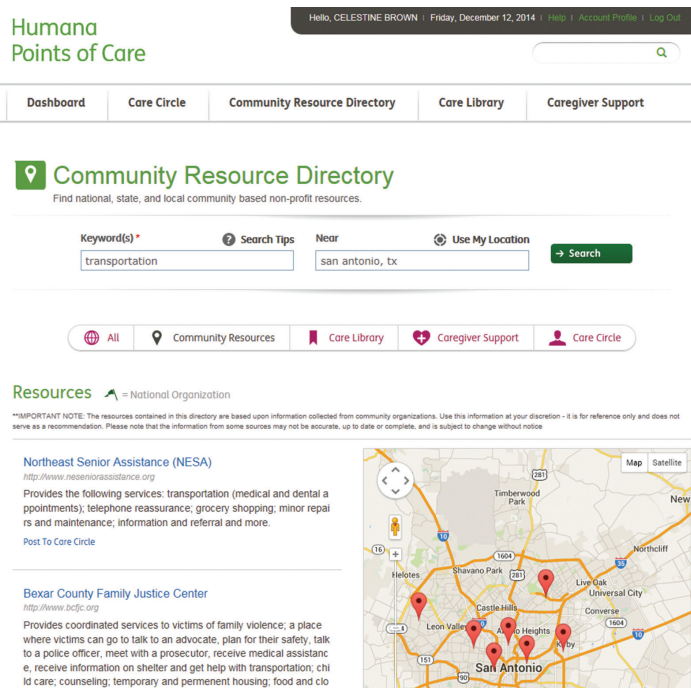
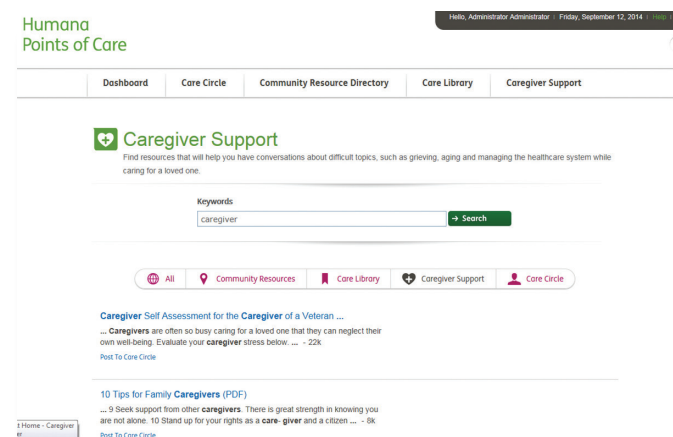
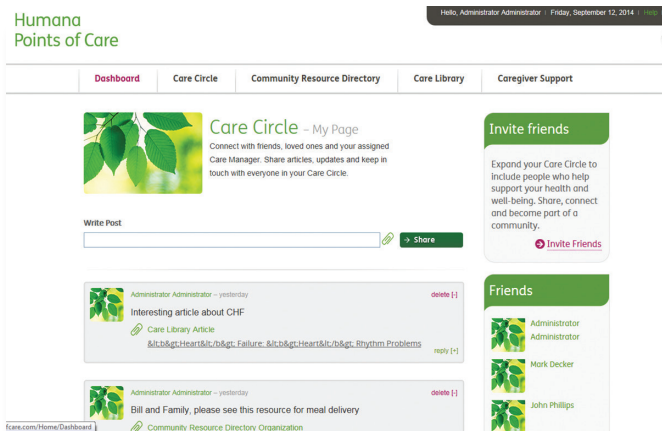
# New online tool available for Medicare members and those who care for them

## This tool can help with caring for a family member facing healthcare challenges

If you have ever looked for help caring for a family member or friend who is a Humana member look no further! The Humana Points of Care tool can help Medicare members and those who help with their care stay involved with their health, provide a sense of belonging and community, and offer the ability to connect with family and friends, locate resources, and much more.

## See what the main sections of Humana Points of Care can do for you:

- The **Care Circle** is where members can stay in touch with family, friends and the Humana care team, all at no additional cost to them. Articles available in both English and Spanish can be shared in the Care Circle. Only people who the member invites can view the Care Circle.
- Members as well as invited family and friends will have access to the **Community Resource Directory**, an online guide with national and local resources such as support groups, medication assistance programs, and transportation.
- The **Caregiver Support** section provides educational tools and tips to help assist you with things such as finances, legal issues, home care, and hospice care.



# Humana Points of Care

[Home](#)[In-Home Services](#)[About the Portal](#)[Sign in](#)

## Welcome to Humana Points of Care

[➔ Learn, engage, share—and much more](#)[1](#) [2](#) [3](#) [II](#)

- The **Care Library** can help you and those you care for learn more about specific health conditions to help you make better decisions.

Humana  
Points of Care

Hello, Administrator Administrator | Friday, September 12, 2014 | [Help](#)

[Dashboard](#)[Care Circle](#)[Community Resource Directory](#)[Care Library](#)[Caregiver Support](#)

### Care Library

Find and download helpful care articles about a wide array of topics in English or Spanish

Keywords

[→ Search](#)[All](#)[Community Resources](#)[Care Library](#)[Caregiver Support](#)[Care Circle](#)

### Articles

Content is provided by Healthwise, a nationally recognized online health support tool. It is a URAC health website-accredited vendor and information is regularly updated as new research is reported.

Diabetes: How to Manage Your **Cholesterol** [Versión en Español](#)

Page 1. Diabetes: How to Manage Your **Cholesterol** When you ... High **cholesterol** is also common with diabetes. High **cholesterol** ... - 18k

Post To Care Circle | Provided by [www.healthwise.org](#)

## How do I get started?

Medicare members can sign up for Humana Points of Care by visiting **HumanaPointsofCare.com** and signing in with their MyHumana username and password. Once registered, they can invite you and anyone else helping with their care by sending an email invitation through the site. **Check it out today!**

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Health and wellness or prevention information

Humana is a Medicare Advantage organization with a Medicare contract.  
Enrollment in a Humana plan depends on contract renewal.

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## Share the health

If you enjoy receiving this newsletter, please share it with friends and family members who may benefit as well. For more caregiving resources, go to **[Humana.com/caregiver](https://www.humana.com/caregiver)**.



## Humana Hero: Jennifer Karman

Jennifer Karman has been a social service care manager with Humana At Home for a little over a year. She helps members by identifying needs they have – from paying bills to transportation and helps locate agencies and refers them to help the member. She's a wife and an adoptive mother of two children with special needs. She sees many parallels to being a caregiver for people of any age.

"There are so many similarities with caregivers – parent or child. There's common ground, they have similar struggles," she said. One of those she mentioned is difficult decisions – and how to manage the outcomes. Her advice for caregivers is to have compassion. "We [caregivers] can be hard on ourselves, it's really important to extend ourselves compassion. You will mess up. There will be days where you will not have a lot to give, but be present. That is the ebb and flow."