

# Connecting your patients to more emotional support



## The Friendship Line is available

Patients don't always know where to go for support or understand the serious impact loneliness can have on their health.

That's why Humana has teamed up with the Institute on Aging's Friendship Line. The Friendship Line provides services from trained professionals by phone that include:

- **Emotional support**
- **Well-being checks**
- **Information and resources** for isolated older adults, and adults living with disabilities

Patients who are Humana members can access dedicated support, at no additional cost, when they feel lonely, depressed or socially isolated and need someone understanding to talk to.



**Refer your Humana patients to the Friendship Line**

**888-670-1361 (TTY: 711)**

**Monday – Friday, 7 a.m. – midnight, Eastern time**

Please remind your patients to make sure they have their Humana member ID card handy when they call.



**1 in 5** Americans often feels lonely, and for older adults, about one-third feel lonely.<sup>1,2</sup>



Having meaningful relationships with others and engaging in social activities can help your patients live longer, feel a sense of purpose, and **decrease their risk of certain health challenges**, like Alzheimer's disease and dementia.<sup>3</sup>

<sup>1</sup>Kaiser Family Foundation, August 2018, <https://www.kff.org/report-section/loneliness-and-social-isolation-in-the-united-states-the-united-kingdom-and-japan-an-international-survey-introduction/>

<sup>2</sup>Loneliness and Social Connections: A National Survey of Adults 45 and Older, American Association of Retired Persons, September 2018, <https://www.aarp.org/research/topics/life/info-2018/loneliness-social-connections.html>

<sup>3</sup>National Institute of Aging, April 2019, <https://www.nia.nih.gov/news/social-isolation-loneliness-older-people-pose-health-risks>

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