

Answers to frequently asked questions about tutoring services through Tutor.com

As an extra benefit, Humana Healthy Horizons® in South Carolina members in grades K-12 can access no-cost, online tutoring services through Tutor.com that include:

- Access to academic resources
- Personalized one-on-one help with schoolwork with a live tutor skilled in the subject area
- Real-time writing help

Below you'll find answers to frequently asked questions about this extra benefit.

Q. How do I access the tutoring services?

A. Eligible Humana Healthy Horizons in South Carolina members can access services through Tutor.com. To prove eligibility, you must:

- Prove that you are a Humana Healthy Horizons in South Carolina member, such as through:
 - **MyHumana.com**
 - **Go365 for Humana Healthy Horizons®**
 - Other way

Q. How old do you have to be to set up a Tutor.com account?

A. Minors cannot set up a Tutor.com account. A minor's parent or guardian can set up an account on behalf of the minor.

Q. What services are available?

A. Available services include:

- Private, one-on-one online tutoring sessions
- Support with homework
- Review of subject material(s) (See Appendix for list of core academic subjects)
- Practice sessions

Q. When are live tutors available?

A. Live tutors are available seven days a week.

Q. Can I work with the same tutor each time?

A. Tutor.com lets students schedule sessions in advance with the same tutor through a scheduling feature.

Q. How much time each week can I access a tutor through Tutor.com?

A. Humana Healthy Horizons in South Carolina members can access up to two hours each week of tutoring through Tutor.com.

Q. When during the day can I connect with a live tutor?

A. Tutor.com offers English-language and bilingual services as follows:

- English-speaking tutors who specialize in core academic subjects (see Appendix) are available 24/7
- Bilingual tutors who specialize in core academic subjects (See Appendix) are available from at least 2 p.m. – 2 a.m. seven days a week

Q. Are tutors available on federal holidays?

A. While Tutor.com has tutors available every day, availability is limited on:

- January 1
- July 4
- Thanksgiving
- December 25

Q. What if I'm not happy with the tutoring I/my child get(s)?

A. Students are asked to complete a brief satisfaction survey at the end of each tutoring session.

Q. What other support is available?

A. Tutor.com provides students with:

- Technical support via its client services and support staff during business hours
- Email support 24/7
- Access to answers to frequently asked technical questions

Q. Do I need to have a speaker built into my computer?

A. The conversation part of the tutoring session can be done over a phone, but you must have a computer screen for the tutoring portion.

Q. What are the technical requirements to access services through Tutor.com?

A. The current minimum system requirements to access the Tutor.com Learning Suite™ are as follows:

Operating system	Supported browsers	Recommended browsers
Windows XP+	Internet Explorer (10 or higher) Firefox (15.0 or higher) Chrome (26.0 or higher)	Firefox (latest version) Chrome (latest version)
Mac OS X+	Safari (5.0 or higher) Firefox (15.0 or higher) Chrome (26.0 or higher)	Safari (latest version) Firefox (latest version)
ChromeOS (Chromebook)	Chrome (latest version)	Chrome (latest version)
Ubuntu (or other Linux)	Chromium (latest version)	Chromium (latest version)
iOS 5+	Safari (latest version) Chrome (latest version)	Safari (latest version)
Android 4.0+ (Ice Cream Sandwich+)	Chrome (latest version)	Chrome (latest version)

Q. Do I need to access tutoring via a desktop device only?

A. Tutor.com has an app available for iOS and Android, but you must:

- Set up an account via the desktop version
- Download the app to a mobile device
- Access your custom account via the app

Q. What type of Internet connection should I have?

A. Tutor.com recommends an Internet connection with a minimum speed of 56K.

Appendix

List of core academic subjects (by grade level)

Available tutoring support for Humana Healthy Horizons in South Carolina members includes:

Kindergarten – 5th grade	6th grade – 8th grade
English Language Learning (ELL)	Algebra
French	Computer science, introductory
German	German
Math	Earth science
Microsoft Word	English language arts – Grammar
Reading	English language arts – Literature
Science	English language arts – Writing
Social studies	English Language Learning (ELL)
Spanish	English Language Learning (ELL) – Writing
Spelling and grammar	French
Writing	German
	Math – Middle school level
	Microsoft Excel
	Microsoft PowerPoint
	Microsoft Windows
	Microsoft Word
	Physical science
	Pre-Algebra
	Writing
	Reading comprehension
	Science – Middle school level
	Social studies
	Spanish
	Study skills – Doing research
	Study skills – Getting organized
	Study skills – Setting goals
	Study skills – Studying effectively
	Study skills – Taking notes
	Study skills – Time management

Appendix

9th grade – 12th grade

Algebra	Microsoft PowerPoint
Algebra II	Microsoft Windows
Art History and Appreciation	Microsoft Word
Astronomy - Introductory Level	Physical Science
Biology	Physics
Calculus	Pre-Algebra
Chemistry	Pre-Calculus
Coding with C	Psychology - Introductory Level
Coding with C#	Reading Comprehension
Coding with C++	Science - General
Coding with HTML / Web Design	Spanish
Coding with Java	Statistics
Coding with Python	Study Skills - Doing Research
Computer Science - Introductory	Study Skills - Getting Organized
Earth Science	Study Skills - Setting Goals
English Language Arts	Study Skills - Studying Effectively
English Language Learning (ELL)	Study Skills - Taking Notes
European History	Study Skills - Time Management
French	Trigonometry
Geography	U.S. History
Geometry	World History
German	Writing - Citations
Government	Writing - College/Scholarship Essays
Human Geography	Writing - Creative Writing
Literature	Writing - General
Math - General	Writing for English Language Learning
Microsoft Excel	

Matemáticas

Ciencias

Algebra	Biología
Algebra II	Ciencias de la Tierra
Calculo	Física
Estadística	Primaria
Geometría	Química
Grados Medios	
Primaria	
Trigonometría	

Estudios Sociales

Estudios Sociales

Advanced Placement Courses

AP Biology	AP Literature
AP Calculus AB	AP Macroeconomics
AP Calculus BC	AP Microeconomics
AP Chemistry	AP Physics 1

Appendix

9th grade – 12th grade

Advanced Placement Courses

AP Comparative Government and Politics
AP Composition
AP Computer Science A
AP Computer Science Principals
AP European History
AP French Language and Culture
AP German Language and Culture
AP Human Geography
AP Italian Language and Culture

AP Physics 2
AP Physics C
AP Psychology
AP Spanish Language and Culture
AP Statistics
AP U.S. History
AP World History
AP® Art History

ACT/PSAT/SAT Prep

ACT - English Composition
ACT - English Grammar
ACT - English Reading
ACT - Math Algebra
ACT - Math Algebra II
ACT - Math Basic
ACT - Math Geometry
ACT - Math Pre-Calculus
ACT - Math Statistics and Probability
ACT - Science Biology
ACT - Science Chemistry
ACT - Science Earth/Space
PSAT/SAT - Math Algebra
PSAT/SAT - Math Basic
PSAT/SAT - Math Geometry

PSAT/SAT - Math Pre-Calculus
PSAT/SAT - Math Statistics and Probability
PSAT/SAT - Reading
PSAT/SAT - Writing
SAT Subject Test - Biology
SAT Subject Test - Chemistry
SAT Subject Test - Literature
SAT Subject Test - Math 1 Algebra
SAT Subject Test - Math 1 Algebra II
SAT Subject Test - Math 1 Pre-Calculus
SAT Subject Test - Math 1 Trigonometry
SAT Subject Test - Physics
SAT Subject Test - U.S. History
SAT Subject Test - World History

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **866-432-0001 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 p.m., Eastern time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

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, ethnicity, marital status, religion, or language. 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 **866-432-0001** or if you use a TTY, call **711**.
- You can also file a civil rights complaint with the
South Carolina Department of Health and Human Services, Civil Rights Division
1801 Main Street, P.O. Box 8206, Columbia, South Carolina 29202,
888-808-4238, TTY: 888-842-3620, civilrights@scdhhs.gov. Complaint form is available at https://www.scdhhs.gov/sites/default/files/SCDHHS%20Civil%20Rights%20Discrimination%20Complaint_0.pdf.
U.S. Department of Health and Human Services, Office for Civil Rights
electronically through their Complaint Portal, available at
<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

Auxiliary aids and services, free of charge, are available to you.
866-432-0001 (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.

Humana Healthy Horizons in South Carolina is a Medicaid product of Humana Benefit Plan of South Carolina, Inc.

Language assistance services, free of charge, are available to you.
866-432-0001 (TTY: 711)

English: Call the number above to receive free language assistance services.

Español (Spanish): Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

Tiếng Việt (Vietnamese): Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

Français (French): Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

Русский (Russian): Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

ગુજરાતી (Gujarati): મફત ભાષા સહાય સેવાઓ મેળવવા માટે ઉપર આપેલા નંબર પર કોલ કરો.

العربية (Arabic): اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

Português (Portuguese): Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

日本語 (Japanese): 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

Українська (Ukrainian): Зателефонуйте за вказаним вище номером для отримання безкоштовної мовної підтримки.

हिंदी (Hindi): भाषा सहायता सेवाएं मुफ्त में प्राप्त करने के लिए ऊपर के नंबर पर कॉल करें।

ខ្មែរ (Cambodian): ហៅមកលេខទូរស័ព្ទខាងលើ ដើម្បីទទួលបានសេវាកម្មបកប្រែភាសាដោយមិនអស់ប្រាក់ ។