



MILITARY TIMES
EDGE

Best for Vets: Employers 2012

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This document contains respondents between 1 and 1 inclusive.

Company information

What company do you represent?

Humana Inc

Are you filling out this survey on behalf of all of the company's divisions and/or subsidiaries?

- Yes
- No
- Not applicable

If not, please state which divisions and/or subsidiaries your responses cover.

Humana Military Healthcare Services
Humana Veterans Healthcare Services
Humana Inc

Please BRIEFLY describe what your company does.

Humana Military Healthcare Services is a subsidiary of Humana Inc., one of the nation's largest health insurance companies. As the TRICARE program administrator for the South region of the United States, Humana Military provides healthcare benefits for more than 2.7 million of the nation's active duty and their family members, military retirees, and their family members.

Humana Veterans, headquartered in Louisville, Kentucky, is a subsidiary of Humana Military, which is owned by Humana Inc. The company was formed in 2007 to develop solutions to Veterans' health care issues. It provides an organizational structure that is flexible, agile, and responsive to the emerging requirements of the Department of Veterans Affairs (VA) and the Veterans who rely on VA services.

Humana Inc., headquartered in Louisville, Kentucky, is a leading health care company that offers a wide range of insurance products and health and wellness services that incorporate an integrated approach to lifelong well-being. By leveraging the strengths of its core businesses, Humana believes it can better explore opportunities for existing and emerging adjacencies in health care that can further enhance wellness opportunities for the millions of people across the nation with whom the company has relationships.

Where are your headquarters located?

Louisville, Kentucky

What is your company's website?

www.humana-military.com

Please estimate your company's fiscal year 2011 revenue. (Enter your response as a numeral, such as "\$20,000.")

\$ 43,000,000,000

About how many people do you employ?

40000

Section 1 of 4: Hiring and Recruiting

Does your company specifically recruit U.S. military veterans?

- Yes
- No

If so, what strategies does your company use to recruit veterans? Check all that apply.

- Attending military-specific job fairs
- Posting job openings on military-specific job boards
- Advertising in military-specific publications and websites
- Maintaining an employment website directed at veterans
- Contracting recruiters that specialize in veterans hiring
- Developing relationships with local veterans employment representatives
- Developing relationships with local Guard and Reserve units
- Developing relationships with the military Transition Assistance Program
- Developing relationships with student veterans groups and/or colleges
- Developing relationships with professional military associations
- Developing relationships with veterans service organizations
- Recruiting through current veteran employees
- Participating in the Employer Partnership of the Armed Forces
- Participating in Employer Support of the Guard and Reserve
- Participating in the Army Partnership for Youth Success program

Other

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How many military job fairs did your company attend in fiscal 2011?

- 1 to 10
- 11 to 20
- 21 to 30
- 31 to 40
- 41 to 50
- More than 50

Other
.....

Please list the URL address of your company's military employment site.

Website

<http://www.jobs.net/jobs/Humana-Veterans/>

Does your company have full-time employees who work specifically on veterans recruitment at least 50 percent of the time?

- Yes
- No

If so, how many?

Number

3

How many of those employees are veterans themselves?

Number

2

Do recruiters, hiring managers or supervisors receive any training in military culture, structure or career paths?

- Yes
- No

If so, who receives this training? Check all that apply.

- All recruiters
- Some recruiters
- All hiring managers
- Some hiring managers
- All supervisors
- Some supervisors

Other

.....

How often?

- Once
- Annually
- Biannually
- Quarterly

Other

Hiring Leaders receive training as needed and all employees are encouraged to refer veterans to open positions

How do you give veterans extra help during your hiring process? Check all that apply.

- All veterans applications are marked and/or tracked as veterans
- All veterans are given contact information for staff members who work specifically with veterans
- All veterans are contacted directly by staff members who work specifically with veterans
- We do not give veterans special consideration in hiring.

Other

as needed or requested by the veteran

What percentage of your recruiting budget for the last complete fiscal year was dedicated to recruiting U.S. military veterans?

- Zero percent
- 1 to 10 percent
- 11 to 20 percent
- 21 to 30 percent
- 31 to 40 percent
- More than 40 percent
- Do not know
- Do not disclose

How many new hires did your company make in the U.S. in fiscal 2011?

- Do not know
- Do not disclose

Number

11,000

How many of those new hires identified themselves as military veterans?

- Do not know
- Do not disclose

Number

252

Did half or more than half of all veteran hires in fiscal year 2011 receive a signing bonus?

- Yes
- No

How many of those new hires identified themselves as disabled military veterans?

- Do not know
- Do not disclose

Number

.....

Does your company dedicate any effort and resources specifically to hiring disabled veterans? If so, what strategies does your company use? Check all that apply.

- Assigning staff specifically to recruit and/or work with disabled vets
- Working with Defense Department and/or VA entities responsible for disabled vets
- Working with veterans service organizations dedicated to disabled vets
- Attending job fairs specifically for disabled vets
- Providing job-search help specifically to disabled vets
- Providing skills training specifically to disabled vets
- Providing internships specifically for disabled vets

Other

Is there anything else you would like to tell us about your company's recruitment and hiring of disabled veterans?

We participate in many events to reach out to disabled veterans. We also have a dedicated department that deals specifically with Wounded Warriors and helping them navigate the healthcare system. We participate in or sponsor numerous events for disabled veterans as listed in a future section.

Is your company a member of the Military Spouse Employment Partnership (MSEP) and/or Army Spouse Employment Partnership (ASEP)?

- Yes, we participate in MSEP
- Yes, we participate in ASEP
- No, neither.

Does your company have any other hiring programs for active-duty military spouses?

- Yes
- No

If so, please describe the program.

Military Spouse Corporate Career Network

MSCCN has quickly become the premiere educational and employment one-stop career shop for Guard and Reserves and Veteran job placement success. Together with MSCCN, DirectEmployers Association and Kenexa, military applicants who are screened and highly qualified will be connected directly to corporate hiring managers, while tracking the process through state-of-the-art technology.

Does your company pay relocation expenses for new hires?

- Yes
- No

Is there anything else you would like to tell us about your company's recruitment and hiring of military veterans?

Humana's President and CEO, Mike McCallister, announced a Veterans Hiring Initiative in August, 2011. Our goal is to hire 1000 Veterans and Spouses in the next three years.

Does your company's orientation and/or onboarding process include any elements specifically for military veterans?

- Yes
- No

If so, please describe them.

We include information about USERRA in our Orientation Program. We have included information about the Humana Veterans Hiring Initiative to hire 1000 Veterans or Spouses in the next three years. We also encourage veterans or spouses to go into our online system to identify themselves as such and to join our Veterans or Spouses Network Resource Groups.

Does your company have any training programs exclusively or primarily for veterans?

- Yes
- No

Does your company provide veterans mentoring from more senior employees?

- Yes
- No

If your company has an employee affinity or resource group specifically for veterans and/or reservists, which of the following services does it provide? Check all that apply.

- Maintains a listserv to communicate veteran- and reservist-related news and information
- Maintains a website or intranet site for communication and networking among veterans/reservists
- Holds regular social and/or networking events for veterans/reservists
- Organizes military-related service projects
- Offers orientation help for new veteran/reservist hires
- Facilitates mentorship opportunities between veterans/reservists
- We do not have an affinity or resource group

Other

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Does your company do anything else to connect veteran employees with each other?

We have an internal social networking site which has an affinity group for veterans and for spouses of veterans. Additionally, we have a Veterans Network Resource Group with executive sponsors who are veterans. The group suggests activities for veterans and participates in service projects, etc.

Does your company have any apprenticeships or on-the-job training programs that are eligible for GI Bill funding?

- Yes
- No

Does your company accept military experience in lieu of technical certification in any fields?

- Yes
- No

If so, please describe the policy.

We accept Information Technology experience from the military in our Enterprise Security Department.

Does your company observe Veterans Day?

- Yes
- No

If so, check all that apply.

- Paid holiday for all or most employees
- Paid holiday for veteran/reservist employees
- Ceremony or event to recognize veteran/reservist employees
- Other recognition for veteran/reservist employees

Other

Veterans Day is a paid holiday for all Humana Military and Humana Veterans employees

Is your company involved in any programs to prepare service members for civilian careers?

- Yes
- No

If so, how is your company involved? Check all that apply.

- Assisting with classes/workshops organized by the military Transition Assistance Program or Army Career and Alumni Program
- Assisting with classes/workshops organized by veterans service organizations
- Participating in the Secretary of Defense Corporate Fellows Program
- Participating in the American Corporate Partners program

Other

Is your company involved in any efforts/programs to promote the hiring of veterans in the business community?

- Yes
- No

If so, please describe your company's involvement.

Humana pledged two years of sponsorship to the Entrepreneurial Bootcamp for Veterans. This program started at Syracuse University and offers cutting edge, experiential training in entrepreneurship and small business management to post-9/11 veterans with disabilities resulting from their service to our country.

What accommodations does your company make for employees who are military spouses? Check all that apply.

- Allow them to work off-site
- Provide transfer to another company branch if their spouse is transferred
- None

Other:
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Is your company involved in any other military or veterans' causes or organizations?

- Yes
- No

If so, please list the organizations and describe the nature of the company's involvement.

The President and CEO of Humana Inc announced in August, 2011, a Veterans Hiring Initiative to President Obama committing to hire 1000 Veterans and Spouses in the next three years.

Humana Military Healthcare Services and Humana Veterans Healthcare Services participate in numerous military/veterans causes and organizations. The following list includes only a few of the over 80 activities, sponsorships and memberships in which we participated in 2011.

-Annually we support Toys for Tots and donate dollars raised by our employees as well as toys. Our second big campaign rotates to various causes such as the USO, PatriotPaws, etc.

-For the Valero Texas Open we hosted 50-100 Wounded Warriors each day and sponsored the Night to Honor Our Nation's Heroes Event with Gov. Rick Perry.

-We sponsored a dedicated tent, "The Military Outpost," with admission, food and drinks at the Humana Challenge Golf Tournament of the PGA in LaQuinta, CA.

-Humana Military and Humana helped sponsor the Bell Helicopter Armed Forces Bowl during the football bowl season and donated 125 tickets to military personnel.

-Rolling Thunder "Ride for Freedom": we had employees hand out over 8000 bandanas and military pins

-AmVets National Convention

-Silver Sponsorship of the National Veterans Small Business Conference

-Liberty Sponsorship of Helping a Hero

-Host for the 2011 Medal of Honor Convention in Louisville, KY where our headquarters is located

-Flags4Vets

- Fisher Houses in our business footprint locations

-Armed Services YMCA Angels in the Battlefield Gala

-Tragedy Assistance Program for Survivors Honor Guard Gala

-USO Gala

-Title Sponsor of Fleet Week USA (Broward Navy Days)

Section 3 of 4: Reserve policies

Has your company signed a Statement of Support with the Employer Support of the Guard and Reserve, the Defense Department agency that promotes cooperation between reservists and civilian employers?

Yes

No

Has your company received any awards from the Employer Support of the Guard and Reserve?

- Yes
- No

If so, please check all that apply.

- Patriot Award
- Above and Beyond Award
- Pro Patria Award
- Freedom Award

Is there anything else you would like to tell us about your company's involvement in ESGR?

Humana Military is a TRICARE Level Sponsor of the National Guard Volunteer Seminar and Youth Symposium and a Gold Level Sponsor of the Enlisted Association of the National Guard of US. We participate in the Reserve Officers Association, the Adjutants General Association of US, and the Reserve Officers Association. We support the National Guard and Reserves in the states in our business footprint with memberships/donations and activities. We also are actively involved through our Guard and Reserve Department conducting briefings for deploying and redeploying Guard and Reserve troops.

Does your company have any policies to accommodate or support reservists fulfilling their reserve duty -- typically one weekend a month plus two weeks a year?

- Yes
- No

What best describes your company's pay for reservists fulfilling their normal reserve obligations?

- Their full civilian pay while receiving their military pay
- The full difference between their civilian pay and their military pay
- A percentage of the difference between their civilian pay and their military pay
- A combination of full and differential pay
- The reservist is not paid by the company during annual training

**Is there any limit on how long reservists receive pay while attending training?
Exclude vacation time.**

- Less than two weeks
- Two weeks
- Three weeks
- One month
- More than one month

Other:

no

Please describe any other policies you have to accommodate reservists' regular commitments.

Military Leave is a company policy if the reservist is gone for more than two weeks.

Does your company have any policies to accommodate or support reservists called to active duty? If so, what best describes them? Check all that apply.

- Pay
- Benefits
- Social support
- None of the above

What best describes your company's pay for eligible activated reservists?

- Their full civilian pay, while receiving their military pay
- The full difference between their civilian pay and their military pay
- A percentage of the difference between their civilian pay and their military pay
- A combination of full and differential pay

Is there any limit on how long activated reservists receive company pay? Again, exclude vacation time.

- One month or less
- Six months
- One year
- Two years
- Five years
- Unlimited

Other limit:

.....

Are reservists who volunteer for active duty eligible for continued pay?

- Yes
- No

Are there any other restrictions on who is eligible for continued pay?

no

What benefits does your company offer activated reservists? Check all that apply.

- Medical insurance
- Life insurance
- Promotion opportunities
- Pay raises
- Profit sharing
- Retirement fund contributions
- Sick days
- Vacation day accrual

Other

.....

Does the medical insurance cover dependents?

- Yes
- No

Is there any time limit on medical coverage?

No limit

Limit:

Complete Open Enrollment at the end of each plan year

Does the life insurance cover dependents?

Yes

No

Is there any time limit on life insurance coverage?

No limit

Limit:

.....

Are reservists who volunteer for active duty eligible for these continued benefits?

Yes

No

Please check this box to confirm that you answered these questions accurately and to the best of your ability.

I have answered these questions accurately and to the best of my ability.

Click here to review your answers or print a copy for your records before submitting. Just be sure to return to this page and click "Submit."

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