



Transitioning to Magellan Federal

MFLC COUNSELORS

December 2020

V5.



About this training...

- Live training in webinar format:
 - Mute/Unmute disabled
 - Only view Presenters/Panelists
- Handout for this presentation is available now on the Transition Resource Center in the *Tips and Trainings* section. Recording will be available for playback tomorrow.
- Questions?
 - Use Q&A feature in the Webinar Screen to ask questions in real time. We will answer what we can, given the format.
 - Come to an Office Hours session where HR subject matter experts will be available to answer your questions.
 - We will be collecting frequently asked questions throughout this week that we will make available on Friday.

Agenda

- ✓ Business Overview, Mission and Values
- ✓ Benefits Changes
- ✓ Policies and Systems Changes
- ✓ Payroll Cycle Changes
- ✓ Entering Leave (PTO/Holiday Time) in Deltek Costpoint
- ✓ Learn More/Get Help



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Welcome Message

- Why transition to Magellan Federal?
 - MFLC Leadership has reported to Magellan Federal for three years
 - MFLC 4 Contract Type: FAR 15 – Cost Plus
 - Total Time Worked Accountability for invoicing
 - Higher level of government oversight of hours worked
- Why transition now?
 - Anticipating MFLC 4 award in late December
 - Deltek/Costpoint – Time Keeping System for Magellan Federal
 - Align Benefits for 2021



Our Parent Company: Magellan Health

Magellan
HEALTH[®]

[One company, two
unique platforms]

A Fortune 500 company

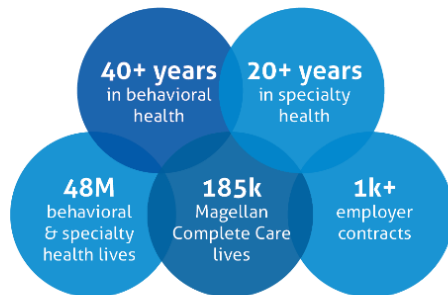


Offices in 23 states & D.C.



10,100 Total Employees

Magellan
HEALTHCARE[®]



Improving Outcomes for Complex Populations

Customers:

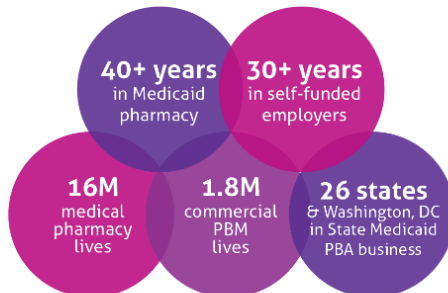
- Employers
- Health plans
- Provider groups
- State governments
- Federal government

Solutions:

- Behavioral health
- Specialty medical
- Employee assistance programs
- Full-service specialty health plans
- Complex populations

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MagellanRx
MANAGEMENTSM



Solving Complex Pharmacy Challenges

Customers:

- Employers
- Managed care organizations
- Unions
- State & local governments
- Medicare & Medicaid

Solutions:

- Core PBM capabilities
- Targeted clinical programs
- Traditional & specialty drug management
- Insights & analytics
- Member engagement programs

Our Business Unit: Magellan Healthcare

Magellan
HEALTHCARESM

Our Solutions

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Behavioral Health

BEHAVIORAL
BH solutions designed to improve clinical outcomes while managing cost of care

Integrated case management and evidence-based UM across medical delivery systems
Customized care pathways
Digital care delivery
Real-time BH screening and data mining
Expert care for people with LTSS needs, autism, SMI, and substance use disorders



Advanced Imaging

MEDICAL
Automated clinical decision support and authorizations at the point of care

Evidence-based clinical guidelines help reduce variation in care
Real-time alerts guide providers directly in EHR
Clinically appropriate requests automatically approved and posted in EHR
Provider data on acceptance and rejection of recommendations



Cardiac

MEDICAL
Broad spectrum of cardiac imaging, assessment, and intervention services

Evidence-based guidelines and proprietary algorithms for care alternatives
Peer-to-peer consulting by board-certified cardiologists
Customized based on client/market needs (e.g., adding FFR-CT)



Musculo-skeletal

MEDICAL
Multi-disciplinary specialty teams finding the least invasive approaches to care

Management of interventional pain management procedures and targeted surgeries
Provider and facility profiling to analyze practice patterns
Peer discussions to ensure members receive most-appropriate care



Physical Medicine

MEDICAL
Proprietary software, profiling, and clinical experts working to shape treatment

Proprietary provider profiling and tiering to reduce variation and costs
Specialty-matched peer-to-peer consulting
Pre-service/post-adjudication reviews at patient and provider levels



Automated Prior Auth

MEDICAL
Clinical decision support software fully integrates with EHRs to automate process

Evidence-based clinical guidelines to reduce variation in care and support physician decision-making at the point of care
Real-time alerts to guide providers directly in the EHR
Automatic approval of clinically appropriate requests
Provider data on acceptance and rejection of recommendations
Immediate treatment plans and next steps for patients



EAP

BEHAVIORAL
Innovative mental health, wellbeing, and quality of life solutions for employees and their families

11.7 million covered lives
Services include counseling, coaching, self-care apps, messaging therapy, work-life services, legal, financial, identity theft, smoking cessation, autism support and critical incident response.
Innovative EAP enhances employee wellness, reduces stress and increases productivity.



State

BEHAVIORAL, MEDICAL & PHARMACY
Health plan providing complete care coordination for Medicare & Medicaid recipients

Carve-out Medicaid programs
Specialty in LTSS, children's services and behavioral health
Virtual care delivery to increase access
Leader in recovery and resiliency and peer-support programs
Full-service PBM
Medical pharmacy and specialty drug management



Federal

BEHAVIORAL & MEDICAL
Management consulting & program delivery serving the military community

Full spectrum of military quality-of-life programs:
• Behavioral Health Counseling
• Healthcare
• Resiliency
• Suicide prevention
• Family strength
• Education
• Employment
• Financial/legal support
Employee assistance programs for federal agencies

Health Plan

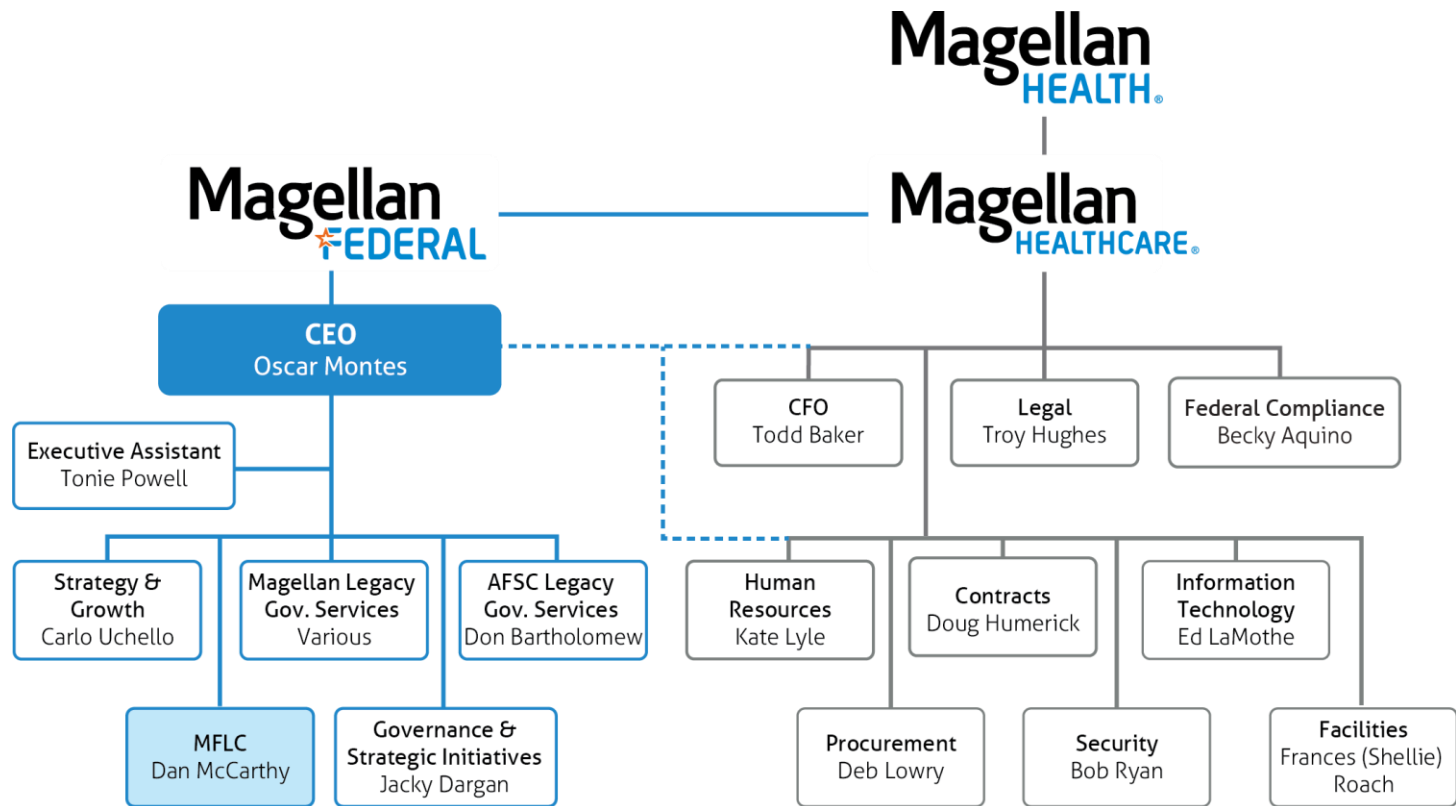
Employer

State & Federal

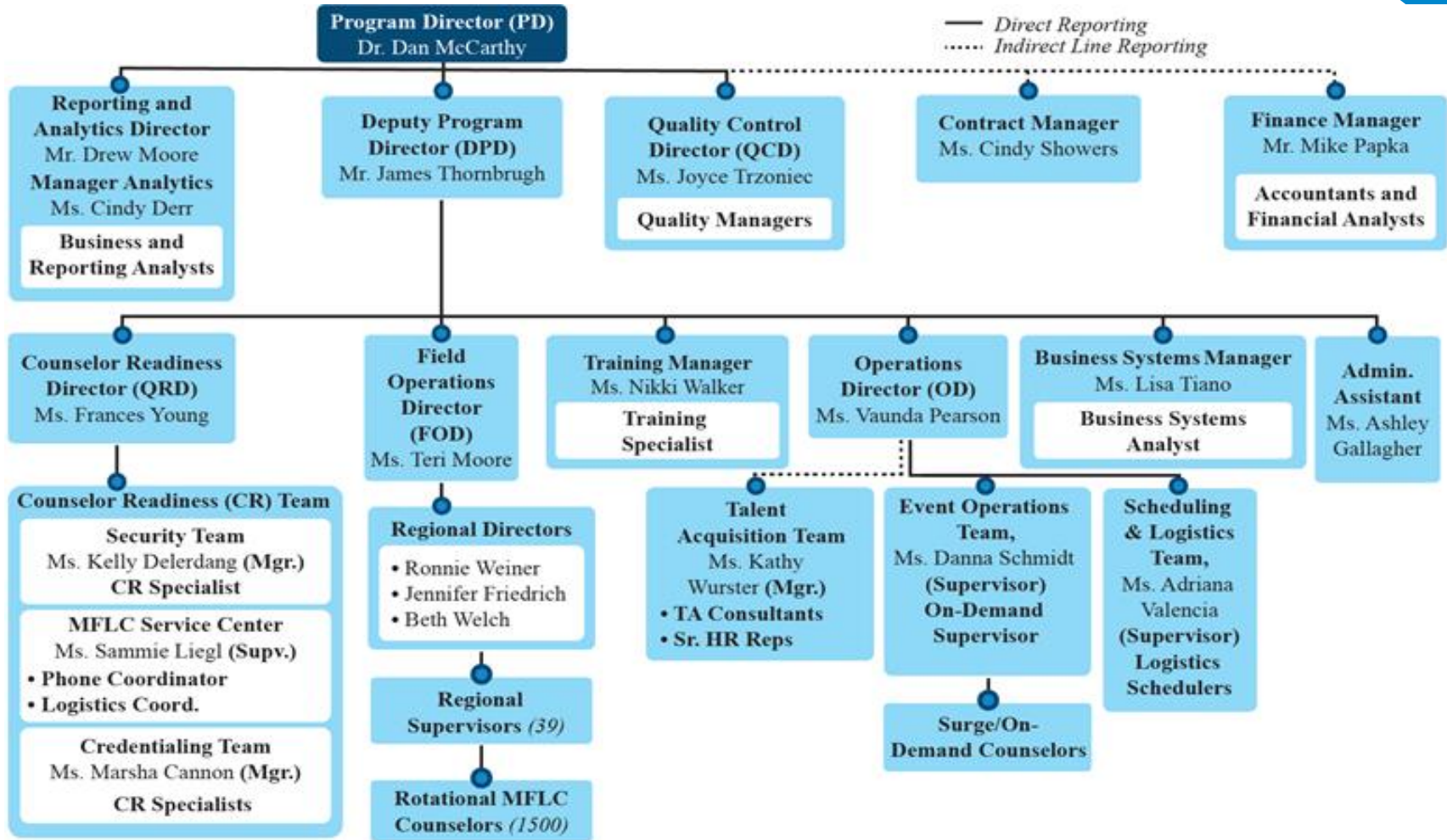
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Our Structure

The Magellan Federal legacy company, AFSC (Armed Forces Services Corporation), became part of the Magellan Healthcare sector in 2016.



MFLC Project Management Office (PMO)



3549_A

Magellan Federal Capabilities

Trusted to deliver service, solutions, and staffing to the government's most sensitive and complex behavioral health programs.

Our Mission

To empower federal employees and military personnel to live healthier, more productive lives.

Examples of our capabilities:

- Wounded Warrior & Military Transition Services
- Support and counseling for military families
- Suicide prevention, sexual assault, and substance abuse programs
- Veteran Education and Employment
- Employee Assistance Programs
- Readiness & Resilience Coaching
- Victim Advocacy

————— We also support the **non-profit** sector: —————



Our Values



Own It

If it is to be done, it's up to us to do it



Stand tall

We always do the right thing



Win together

We believe in the collective genius of our people and the magic of teamwork



Evolve

We embrace learning as a means to reinvention—in all that we do



Deliver

We are relentless in the pursuit of value and results for our customers



Care

We care deeply about each other, our customers and the communities we serve

Learn More

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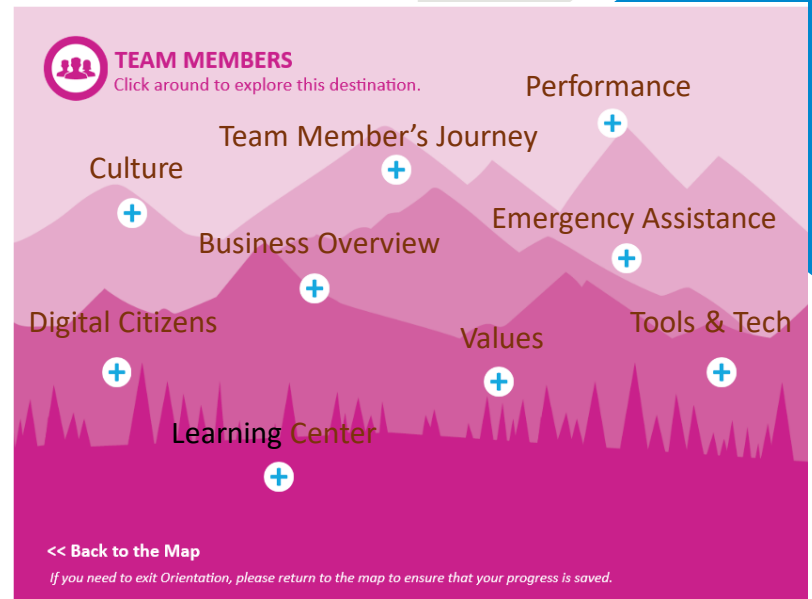
Learning Center



Magellan World Orientation



Check out the newly designed orientation. It's engaging, interactive, and allows employees to travel around the "Magellan World", exploring and learning about our customers, businesses, and products.



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Benefits Changes & Enrollment Information

BENEFITS PROGRAM CHANGES

With the transition to Magellan Federal systems and processes, you will be eligible for the Magellan Federal benefit program on the first of the month following your transfer date.

The Magellan Federal medical plans are different than the current MFLC plan options, but other benefits remain mostly unchanged.

If you wish to have benefits coverage for 2021, you will need to re-enroll for benefits no later than December 16. Your enrollment guides with information and rates are available in the Transition Resource Center.

Benefits Changes & Enrollment Information

ENROLLMENT INFORMATION

You must take action in Workday and enroll **beginning on December 4.**

You will have **until December 16 to enroll, add or waive coverage.**

If you take no action, you will have no benefits coverage other than basic life and disability insurance beginning Jan 1, 2021.

***MFLCs covered by a Collective Bargaining Agreement (CBA) should reference their CBA for any potential differences.*

Magellan Federal Medical Plan Offerings

Magellan Federal medical plans for the MFLC Program:

- United Healthcare for Domestic Counselors
 - Continental United States
 - Alaska, Puerto Rico, US Virgin Islands and Guam
- HMSA for Hawaii Counselors
- Cigna International for OCONUS Counselors

**Benefits Enrollment Guides are available for each plan
in the Transition Resource Center and in VERN**

What's Changing: UHC Medical Plans

- United Healthcare (UHC) will be the new carrier, using the same UHC PPO medical network used today in the UMR plans.
- UHC will also be the new carrier for your pharmacy and behavioral health benefits, replacing MagellanRx and Magellan Healthcare.
- The new plan offerings are like the plans offered today, the Basic and Premium option, with the same deductibles and coinsurance levels. Review the Benefits Enrollment Guide for detailed plan provisions.
- The new plans will have an “Employee + Child(ren)” enrollment option instead of Employee + Child.
- Payroll deductions will be adjusted to reflect the change in pay frequency to 24 pay periods instead of 26.

What's Changing: HMSA

- HMSA is only offered to Hawaii residents.
- If you are a traveler to Hawaii, you are NOT required to enroll in HMSA during your assignment. Travelers would keep the UHC or other coverage while on the temporary assignment.
- HMSA rates are determined individually based on income. There is no rate sheet available to reference and rates are not shown in the enrollment event. You will need to submit a VERN case to request your individual rate for 2021.
- All Employment Status Changes or Qualified Life Events (QLE) must be completed in Workday as soon as possible since HMSA has strict enrollment deadlines.
- Payroll deductions will be adjusted to reflect the change in pay frequency to 24 pay periods instead of 26.

What's Changing: Cigna International

- As of 2021, Cigna coverage is the only medical plan option when travelling internationally.
 - To be clear, UMR/UHC is not an option for OCONUS employees beginning 1/1/21.
- Cigna coverage includes dental and vision, so separate MetLife dental and VSP vision plans are not offered.
- All employment status change benefit events should be completed in Workday when moving into/out of OCONUS assignments to ensure no break in coverage when switching between Cigna and UHC during the traditional summer break.
- Payroll deductions will be adjusted to reflect the change in pay frequency to 24 pay periods instead of 26.

What's Changing: Dental, Vision and Life

- MetLife is still the **Dental** carrier, and all plans are the same.
- VSP is still the **Vision** carrier, and all plans are the same.

Life Insurance

- Securian is still the carrier and plan options are all the same.
- If you elect to increase any optional life amount, Evidence of Insurability will be required.

What's Changing: FSA, HSA, 401(k)

Voluntary Benefits

- MetLife is still the carrier and plan options are the same.

Flexible Spending Accounts (FSAs) and Health Savings Accounts

- Your accounts will remain at HealthEquity.

401(k)Plan

- Empower is still the administrator; the plan remains the same, and your vesting credit and match will continue.
- If you have a loan balance, it will be re-amortized. This means your payments will increase slightly starting in January due to the change in pay frequency (26 vs 24). Contact Empower with any questions.

What's Changing: STD, LTD, Castlight

Short-term and Long-Term Disability

- Lincoln Financial is still the carrier and the plan remains the same.

Wellness Incentive and Castlight

- The wellness incentive and the Castlight award program are no longer available after December 31, 2020.
- If you wish to redeem points in Castlight, you must do so no later than December 31, 2020.

Paid Time Off

Paid Time Off (PTO) can be used for any reason such as vacation, sick time, facility closure, personal emergencies or planned time off.

- There is no change to your PTO accrual, and your balance will carry over as a result of this intercompany transfer.
- PTO Advance
 - Salaried employees can borrow up to 40 hours of PTO time before it is accrued.
- Magellan also provides paid time off to you for absences related to:
 - Jury Duty – 5 days
 - Bereavement Leave – 4 days

Holidays

Ten Government-Observed Holidays:

- New Year's Day
- Martin Luther King's Birthday
- Washington's Birthday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving
- Christmas Day



Other Time Off Programs

Types

- Family Medical (FMLA) - unpaid job protection up to 12 weeks per determination (available after 1 year of service)
- First year medical leave (self-qualifying under FMLA) – unpaid leave up to 8 weeks in first year of employment
- Military Leave – 10 days for Reserve and National Guard personnel involved in annual training or emergency military service

For more information about leaves of absence, turn to VERN.

Magellan Federal's Leave of Absence (LOA) point of contact is Albert Fosu, HRBC. He can be reached at LOARequest@MagellanFederal.com

Other Magellan Federal Benefits

Educational Assistance and Tuition Reimbursement

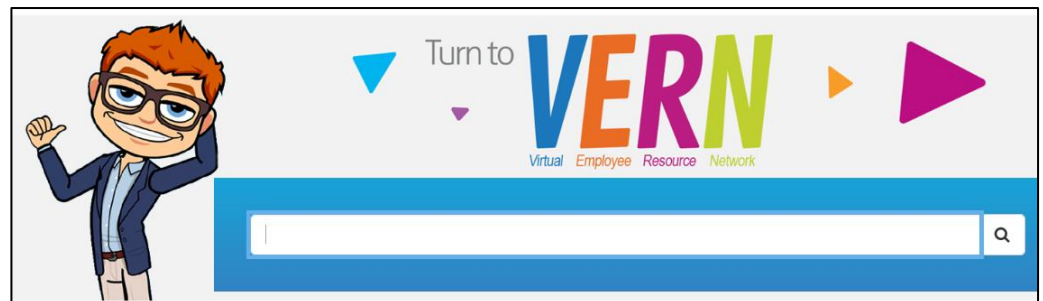
- Tuition assistance, business skills and continuing education reimbursement with prior management approval
- Learning programs may be offered by your assigned program
- Company support to retain professional certifications and licenses required by position
- Some qualifications/restrictions apply

Employee Referral Rewards Program

Cash Reward for Referrals

- \$250-\$1000 per hire
- No limit to number of referrals.
- Awarded after 90 days from hire date
- Some qualifications and restrictions apply

For more information, turn
to VERN



Learn More: Transition Resource Center

The image shows a screenshot of the Magellan Health interface. At the top, the Magellan HEALTH logo is on the left, and a 'Launch App' button is on the right. Below the header, there are three tabs: 'Enterprise', 'Collaboration', and 'Benefits'. Under the 'Enterprise' tab, there is a button labeled 'Magellan Transition Resource Center' with the text 'Joining Magellan Federal' below it. A large red arrow points from this button to the right, where a detailed view of the 'MFLC Transition Resource Center - GRP' page is shown. This page has a sidebar menu with options: Home, Communications, Tips & Trainings, PMO-Specific Resources, Benefits Information, Resiliency Resources, and Recycle bin. The main content area features a banner with the title 'MFLC Transition Resource Center' and subtitle 'News and Resources on Joining Magellan Federal'. Below the banner, a text block reads: 'Your one-stop shop for news and information on your transition to [Magellan Federal](#). Be sure to bookmark this page and check-in often!'. At the bottom, there are three buttons: 'General Communications' (with a speech bubble icon), 'Benefits Information' (with a checkmark icon), and 'Tips & Trainings' (with a laptop and gear icon). A large red arrow points from 'General Communications' to 'Benefits Information'.

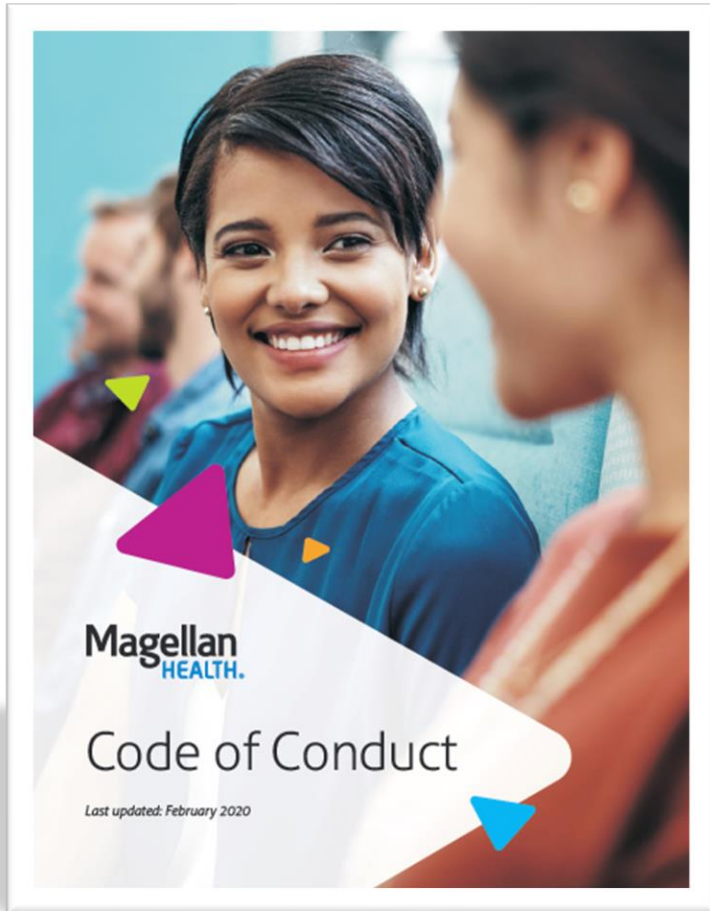
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Magellan Federal Ethical Standards



- Magellan Federal is built on principles of fair dealing and ethical conduct.
- Employees are required to carefully observe all applicable laws and regulations.
- Company business must be conducted openly, honorably, honestly, and responsibly.
- Use good judgment in work-related circumstances based on high ethical principles.

If a situation arises where it is difficult to determine proper course of action, you can...

Contact your manager, Human Resources, or our Magellan Federal Compliance Officer Becky Aquino directly at baquino@magellanhealth.com or call 410.953.4732.

You can also call the Corporate Compliance Hotline at 1-800-915-210 (all calls are anonymous) or send an email to Compliance@magellanhealth.com.

Employee Handbook and HR Policies

Military & Family Life Counseling Program (MFLC)

MFLC Rotational
Counselor

Employee Handbook



Provides information about your workplace and policies affecting your employment, such as:

- Hiring
- Employment
- Attendance at Work
- Performance at Work
- Communications
- Security

You can find the Counselor Employee Handbook and HR Policies in VERN.

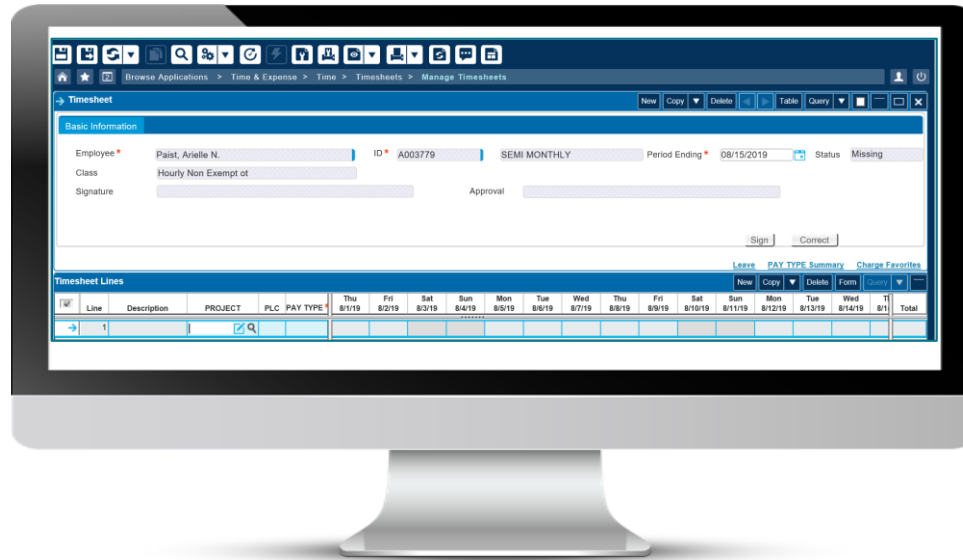
Magellan Federal HR Team:

- Mike Francisco
- Angie Pinto
- Albert Fosu (LOA)
- Mike Lawson (Bargaining Unit Groups)
- Beth Moore

System Changes

- Workday to Deltek Costpoint
- @Magellan Health to @Magellan Federal

Deltek Costpoint for Time Entry



- **As of Dec 16**, all time entry will be in Deltek Costpoint.
- Deltek Costpoint is a project-based accounting system used by Magellan Federal to segregate costs by specific client contract, by Direct vs Indirect service delivery, and by productive hours vs leave hours.

Seamless Email Transition

Beginning December 16, you can begin to socialize your new email address as “@MagellanFederal”.

The change is automatic and does not require any action on your part. The update to your email address will just be a new contact associated to your existing email address.

The change does not impact your login, Okta or inbox.



As of December 16:

- Emails you send to customers/colleagues will go out as “@MagellanFederal.com”
- Emails coming in from customers/colleagues addressed to @MagellanHealth.com will automatically flow into your Magellan Federal Outlook inbox

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Payroll Cycle Change

- MFLC Counselors will use the Deltek Costpoint time keeping system and follow the Magellan Federal pay schedule.
- Counselors will start inputting hours into the Deltek Costpoint system starting December 16, 2020.
- Instead of getting a paycheck every other Friday, you will get a paycheck on the 7th and 22nd of every month.
- There will be fewer paychecks per 12-month period (24 instead of 26).
- Your annual pay does not change; however, each paycheck will be slightly more money because there are fewer of them.

Pay Periods

There are two pay periods per month:

- 1st - 15th
- 16th to the end of month

Timesheet submission deadline is the last day worked on or before the 15th of each month, and again on the last day worked on or before the last day of the month.

Pay dates are the 7th and 22nd of the month, unless those dates fall on a weekend or holiday.

January							February							March						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2		3	4	5	6	7	8		3	4	5	6	7	8
3	4	5	6	7	8	9	7	8	9	10	11	12	13	7	8	9	10	11	12	13
10	11	12	13	14	15	16	14	15	16	17	18	19	20	14	15	16	17	18	19	20
17	18	19	20	21	22	23	21	22	23	24	25	26	27	21	22	23	24	25	26	27
24	25	26	27	28	29	30	28	29	30	31				28	29	30	31			
31																				
April							May							June						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
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11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26
25	26	27	28	29	30		23	24	25	26	27	28	29	27	28	29	30			
							30	31												
July							August							September						
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25	26	27	28	29	30	31	29	30	31					26	27	28	29	30		
October							November							December						
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24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	
31																				



Time sheets due



Pay dates



Magellan Federal Holiday

Key Dates: Payroll Cycle Change



Prepare your personal budget and finances for the pay cycle change.

Date	Action
Dec 11	You will receive a full Magellan Health pay for the Nov 22 – Dec 5 pay period.
Dec 16	Begin entering hours in Deltek Costpoint at end of each day worked to ensure timely billing.
Dec 24	You will receive your last Magellan Health pay for the ten calendar days: Dec 6 – Dec 15, 2020.
Dec 31	Last working day in the pay period: Sign your timesheet in Deltek Costpoint.
Jan 7	You will receive your first Magellan Federal pay for the Dec 16 - Dec 31 pay period. Note: This is your first 2021 pay.
Jan 22	Your next semi-monthly Magellan Federal pay for the Jan 1 - Jan 15 pay period.

Learn More: Transition Resource Center

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Counselor Tasks for December

Starting Dec 16 for the Pay Period Dec 16-31:

- ☐ Go into Deltek Costpoint
- ☐ Change the System field to **MAGELLANHEALTHCONFIG**
- ☐ Enter hours at the end of each day you work.
- ☐ Enter Holiday hours for Christmas Day.
- ☐ Enter hours for any PTO you have already requested, and your Supervisor has approved.
- ☐ On the last day you work in the pay period (Dec 16-31), SIGN your timesheet.



On or after December 16, 2020

NEW! System field = MAGELLANHEALTHCONFIG

Deltek

Costpoint® [Add Desktop Shortcut](#)

Which Interface would you like to use?

☐ Classic Version ☒ New Version

USERNAME

PASSWORD

SYSTEM ?

☒ Remember me [Reset](#)

[LOG IN](#)

[+ SHOW ADDITIONAL CRITERIA](#)

Deltek

Costpoint® [Add Desktop Shortcut](#)

Which Interface would you like to use?

☐ Classic Version ☒ New Version

USERNAME

PASSWORD

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☒ Remember me [Reset](#)

[LOG IN](#)

[+ SHOW ADDITIONAL CRITERIA](#)

Deltek Costpoint Charge Codes

1500.01.01 MFLC 3 COUNSELOR LBR	FRNG.PDTO Paid Time Off	FRNG.HOLI Holiday
<p>Used by MFLC Counselors to record regular work hours that include:</p> <ul style="list-style-type: none"> • face to face and virtual counseling • ancillary activities • supervision • outreach • activity form submission • administrative tasks <p>When to use: Daily</p>	<p>Used by MFLC Counselors to record paid leave time, or paid time off (PTO).</p> <p>This code is only used to enter time off.</p> <p>When to use: After receiving approval from Regional Supervisor, add hours to PTO charge code.</p>	<p>Used by MFLC Counselors for company-recognized holidays.</p> <p>This code is only used to enter holiday hours.</p> <p>When to use: When there is a company-recognized holiday Counselors add hours to the holiday charge code.</p>
<u>Direct</u> Charge Code	<u>Indirect</u> Charge Codes	

Holiday Time in Deltek Costpoint

What to Remember:

- Deltek Costpoint displays company-approved holidays by highlighting these days in **Yellow** on an open timesheet.
- Holiday time may be entered in advance within the current time period.
- Always use the holiday charge code **FRNG.HOLI** when entering holiday time.

1500.01.01
MFLC 3 COUNSELOR LBR



No

FRNG.HOLI
Holiday



Yes



PTO Time in Deltek Costpoint

What to Remember:

- MFLC Attendance and PTO policies have not changed.
 - Written policy and procedures still stand
 - Continue to consult with your Regional Supervisor about PTO requests, procedures, and timeframes
 - Email your Regional Supervisor all PTO requests
 - Obtain Supervisor approval before entering PTO time in Deltek
- PTO time may be entered in advance within the current time period.
- Always use the PTO charge code **FRNG.PDTO** when entering PTO time.

1500.01.01
MFLC 3 COUNSELOR LBR



No

FRNG.HOLI
Holiday



Yes



School Breaks & Deltek Costpoint

For School MFLCs Only

Which breaks should be recorded in Deltek Costpoint?

- All company-identified school breaks such as Spring Break, Thanksgiving Break, Winter Break etc. (Excluding Summer Break time).

What charge code is used for School Breaks?


- All school breaks must be recorded under the 1500.01.01 Labor charge code.

What hours do I record for School Breaks?

- Record zero (0) hours in the 1500.01.01 Labor charge code for **each weekday of the break**.
- Zero (0) hours may be entered and saved in advance.

When do I sign my timesheet if I'm on School Break?

- Counselors may enter hours and sign their timesheets on their last workday of the pay period **before** going on break.

A young boy with brown hair, wearing a plaid shirt, is looking down at a person in a military uniform. The background is a warm, textured wall.

Video: Time Entry with Holiday and PTO Charge Codes



Counselor Tasks for December

Starting Dec 16 for the Pay Period Dec 16-31:

- ☐ Go into Deltek Costpoint
- ☐ Change the System field to **MAGELLANHEALTHCONFIG**
- ☐ Enter hours at the end of each day you work.
- ☐ Enter Holiday hours for Christmas Day.
- ☐ Enter hours for any PTO you have already requested, and your Supervisor has approved.
- ☐ On the last day you work in the pay period (Dec 16-31), SIGN your timesheet.



On or after December 16, 2020

Need Deltek Costpoint Support?

Before Dec 16:

- Review the Deltek Handouts and Videos:
www.magellanmflc.org
Learning & Development > Live Trainings > Deltek Training

On/After Dec 16:

- **NEW Requirement!** Reset Your Own Password if needed
- Contact MFLC Service Center for other Deltek questions

IMPORTANT: The HR Office Hours this week will be dedicated to the Magellan Federal transition and HR-related questions. Deltek Costpoint support and demonstrations will not be provided.

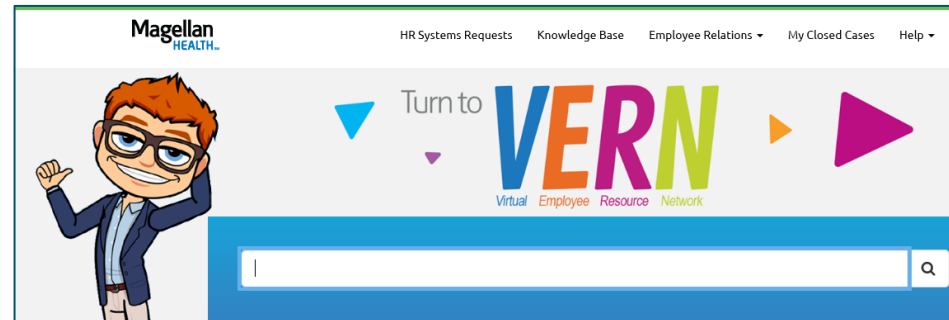
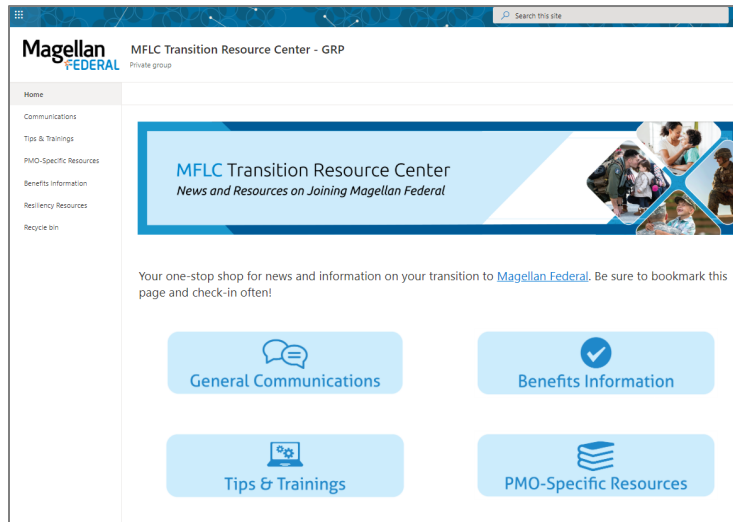
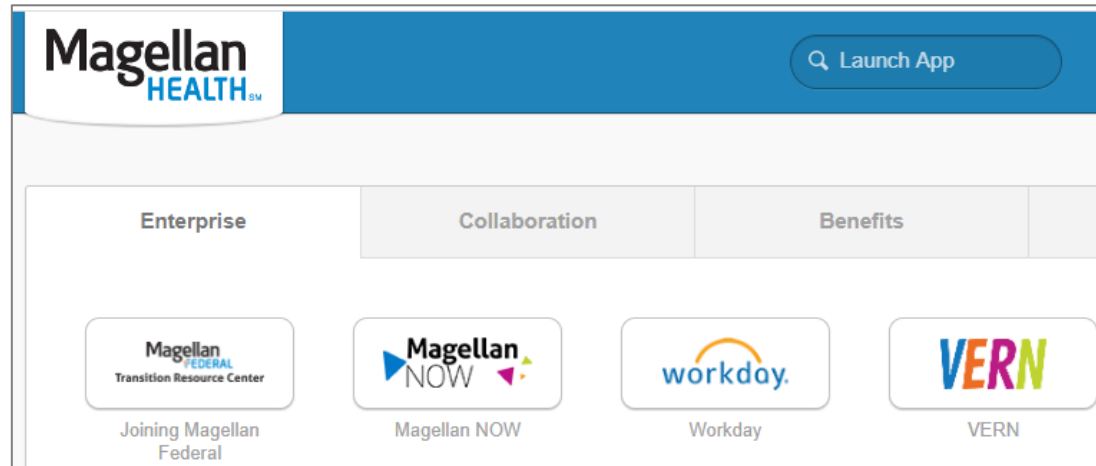


Agenda

- ✓ Business Overview, Mission and Values
- ✓ Benefits Changes
- ✓ Policies and Systems Changes
- ✓ Payroll Cycle Changes
- ✓ Entering Leave (PTO/Holiday Time) in Deltek Costpoint
- ✓ Learn More/Get Help

Magellan
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Learn More



Support Directory

Available now in:

- Transition Resource Center
- VERN
- MagellanMFLC.org website

 MFLC COUNSELORS SUPPORT DIRECTORY Who Do I Contact?		
SERVICE	FOR HELP WITH...	CONTACT
 GENERAL INFORMATION TECHNOLOGY	<ul style="list-style-type: none"> Password Reset and Log In Issues for Outlook, VPN, webmail General IT Support Network Issues Hardware/Software Requests 	Magellan Federal Helpdesk (M-F, 7 am-7 pm ET) MFGEDT@MagellanFederal.com 1.888.827.5622
	For after hours and weekend IT support (Outlook and Oka only)	Magellan Helpdesk at 1.888.411.6343
 DELTEK COSTPOINT	<ul style="list-style-type: none"> Account Activation Unlock Account Reset Password 	MFGEDT@MagellanFederal.com <i>For self-service: refer to Reset your Password Training Alert, or go to the Deltek Costpoint Portal website: https://www.deltekcostpoint.com/MAGELLANHEALTH/portal.html</i>
	<ul style="list-style-type: none"> Entering Timesheet lines Entering Hours Locating Project Codes Entering Leave (PTO, Holidays) 	<i>Refer to training materials on www.MagellanMFLC.org. Book an appointment with MFLC Service Center at http://bit.ly/1McEKVY</i>
 MFLC SYSTEMS	<ul style="list-style-type: none"> Selecting project codes Timesheet Corrections after timesheet processed Missing timesheets 	Contact your Regional Supervisor MFGedTime@magellanfederal.com
	<ul style="list-style-type: none"> Oka Password Reset & Log In Issues MFLC Issued Smartphone MFLC Center TimeW, CareW Material Requests 	MFLC Service Center MFLCChangeRequests@MagellanHealth.com 1.855.653.6352 (M-F, 8 am-7 pm ET)
 HUMAN RESOURCES	<ul style="list-style-type: none"> For MFLC Training and Relias courses: Troubleshoot content, access and navigation issues Training compliance and requirements inquiries Application for Military Certificate Program MFLC website access and content inquiries Access to training certificates 	MFLC Training @ magellanhealth.com
	<ul style="list-style-type: none"> Understanding HR Policies Benefits Enrollment in Workday Paycheck Inquiries Paid Time Off (Leave) Benefit Employee Relations Inquiries Leaves of Absence & Accommodations Educational Assistance/ Tuition Reimbursement Employee Referral Rewards Program 	VERN (Okta Tile) <i>Searchable HR Knowledge Base that includes information on the topics to the left, with the ability to create a case for additional HR questions or issues</i>
 SABA TRAINING	<ul style="list-style-type: none"> Health Care Plan Benefits Questions Benefits, Coverage, & Claims Note: You will need to register the first time you use Health Advocate 	Health Advocate: 1.866.695.8622 , www.HealthAdvocate.com/Magellan (Okta Tile)
	<ul style="list-style-type: none"> SABA Assistance Troubleshooting Course navigation and troubleshooting Course assignment inquiries Saba compliance requirements 	Corporate compliance training @magellanhealth.com
 ETHICS, LEGAL, & COMPLIANCE	<ul style="list-style-type: none"> Corporate Ethics Business Conduct Policy & Program OCI & Personal COI Compliance Questions 	GetEthics@MagellanFederal.com Hotline: 1.800.915.2108 MyComplianceReport.com <i>(enter MGH as the Access ID)</i>

Deltek Costpoint

For help with...	Contact
<ul style="list-style-type: none"> Account Activation 	MFGGetIT@MagellanFederal.com
<ul style="list-style-type: none"> Unlock Account Reset Password 	<p><i>For self-service: refer to Reset your Password Training Alert , or go to the Deltek Costpoint Portal website: https://www.deltekenterprise.com/MAGELLANHEALTH/portal.html</i></p>
<ul style="list-style-type: none"> Entering Timesheet Lines Entering Hours Locating Project Codes Entering Leave (PTO/Holidays) 	<p><i>Refer to training materials on www.MagellanMFLC.org</i></p> <p><i>Book an appointment with MFLC Service Center at http://bit.ly/1McEXVf</i></p>
<ul style="list-style-type: none"> Selecting Project Codes 	Contact your Regional Supervisor
<ul style="list-style-type: none"> Timesheet Corrections after Timesheet Processed Missing Timesheets 	MFGGetTime@MagellanFederal.com

Human Resources

For help with...

- Understanding HR Policies
- Benefits Enrollment in Workday
- Paycheck Inquiries
- Paid Time Off (Leave) Benefit
- Employee Relations Inquiries
- Leaves of Absence & Accommodations
- Educational Assistance/Tuition Reimbursement
- Employee Referral Rewards Program

- Health Care Plan Benefits Questions
- Benefits, Coverage & Claims

Contact



Searchable HR Knowledge Base that includes information on the topics to the left, with the ability to create a case for additional HR questions or issues

Health Advocate: **1.866.695.8622**,
www.HealthAdvocate.com/Magellan

Note: You will need to register the first time you use Health Advocate

MFLC Systems

For help with...	Contact
<ul style="list-style-type: none">• Okta Password Reset & Log In• MFLC Issued Smartphone• MFLC Center• TimeW, CareW• Material Requests	MFLC Service Center MFLCChangeRequests@MagellanHealth.com 1.855.653.6352 (M-F, 8 am–7 pm ET)
<p>For MFLC Training and Relias courses: Troubleshoot content, access and navigation issues</p> <ul style="list-style-type: none">• Training compliance and requirements inquiries• Application for Military Certificate Program• MFLC website access and content inquiries• Access to training certificates	MFLCTraining@magellanhealth.com

Thanks for your Attendance!

