

WELCOME TO MAGELLAN FEDERAL HR ORIENTATION & OFFICE HOURS



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April/May 2021

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About this session...

- Regular Zoom room:
 - Audio is muted
 - Chat is enabled
- Structure
 - Organized by topic
 - Time for questions after each topic
 - For Benefits questions: Please don't air your personal private health information or employment information

Agenda

- ✓ Business Overview, Mission and Values
- ✓ Benefits
- ✓ Policies and Systems
- ✓ Payroll Cycle
- ✓ Learn More/Get Help

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Presenters

HR Business Consultants

Mike Francisco
Albert Fosu
Angie Pinto

Benefits

Christine Barnard
Barbara Thornquist

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Agenda

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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

40+ years in behavioral health

20+ years in specialty health

48M behavioral to specialty health lives

185k Magellan Complete Care lives

1k+ employer contracts

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

Magellan Rx MANAGEMENT

40+ years in Medicaid pharmacy

30+ years in self-funded employers

16M medical pharmacy lives

1.8M commercial PBM lives

26 states in Washington, DC in State Medicaid PBM business

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

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Our Business Unit: Magellan Healthcare

Magellan HEALTHCARE

Our Solutions

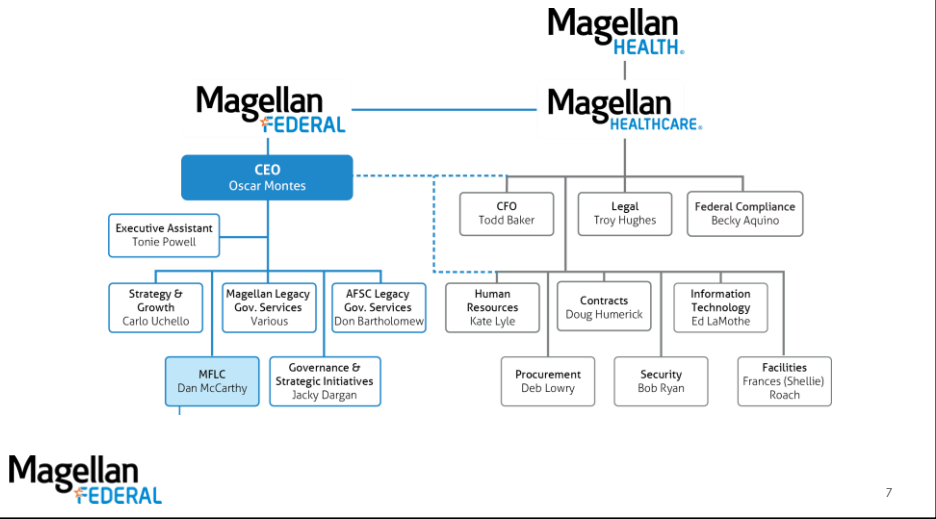
Behavioral Health	Advanced Imaging	Cardiac	Musculo-skeletal	Physical Medicine	Automated Prior Auth	EAP	State	Federal
BEHAVIORAL BH solutions designed to improve clinical outcomes while managing cost of care	MEDICAL Automated clinical decision support and authorizations at the point of care	MEDICAL Broad spectrum of cardiac imaging, assessment and intervention services	MEDICAL Multi-disciplinary specialty team finding the least invasive approaches to care	MEDICAL Proprietary software, profiling, and clinical experts working to shape treatment	MEDICAL Clinical decision support software fully integrates with EHRs to automate process	BEHAVIORAL Innovative mental health, wellness, and quality of life solutions for employees and their families	BEHAVIORAL, MEDICAL & PHARMACY Health plan providing complete care coordination for Medicare & Medicaid recipients	BEHAVIORAL & MEDICAL Management consulting & program delivery serving the military community
Integrated case management and evidence-based UM across medical delivery systems Customized care pathways Digital care delivery Real-time BH screening and data mining Experts care for people with LSS, mental, SMI, and substance use disorders	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	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)	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	Proprietary provider profiling and tiering to reduce variation and cost Specialty-matched peer-to-peer consulting Pre-service/post-authorization reviews at patient and provider levels	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	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	Care-out Medicaid programs Specialty in LSS, 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	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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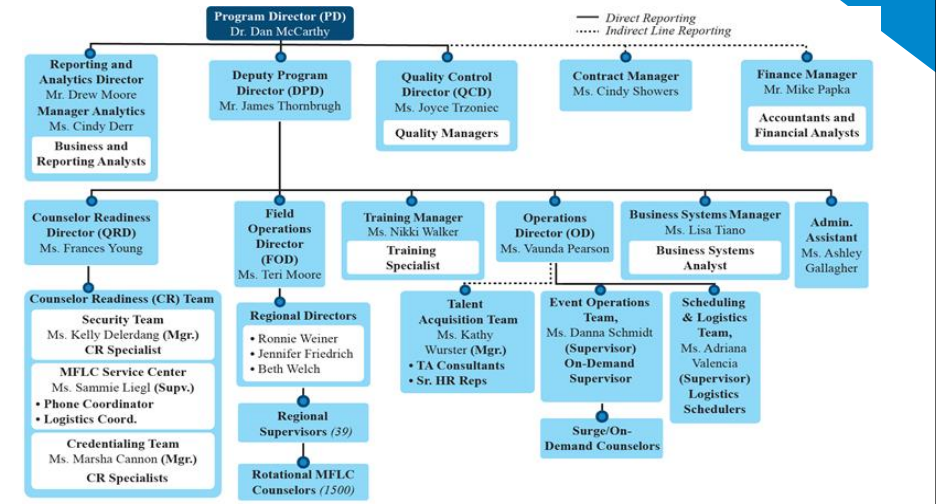
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Our Structure

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



MFLC Project Management Office (PMO)



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:

Magellan FEDERAL

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

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Learn More



Learning Center



Magellan World Orientation

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



TEAM MEMBERS
Click around to explore this destination.

<< Back to the Map
If you need to exit Orientation, please return to the map to ensure that your progress is saved.



ENTERPRISE
Click around to explore this destination.

<< Back to the Map
If you need to exit Orientation, please return to the map to ensure that your progress is saved.




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Agenda

- ✓ Business Overview, Mission and Values
- ✓ Benefits: Enrollment, Medical, Dental, Vision, etc.
- ✓ Policies and Systems
- ✓ Payroll Cycle
- ✓ Learn More/Get Help



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Benefits Enrollment

HOW: You must take action in Workday to enroll.

WHEN: You have 30 days from your hire date to enroll.

If you take no action, you will have no benefits coverage other than basic life and disability insurance until the next Open Enrollment period at the end of the calendar year.

RESOURCES:

- 2021 Enrollment Guide for Magellan Federal Counselors and PMO
- Health Advocate



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2021 Enrollment Guide for Counselors

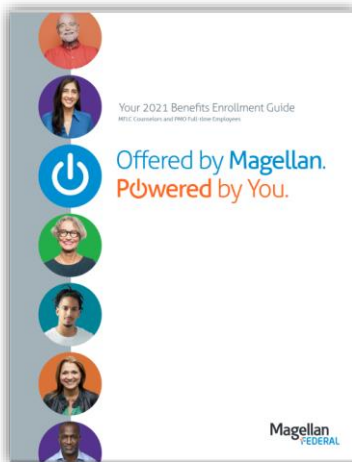


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Magellan HEALTH

Search your apps

My Apps

Recently Used

Enterprise

Benefits

Least Used

Add section

Notifications 3

Add apps

Enterprise

Magellan NOW

VERN

RITA

workday

saba

Costpoint

Microsoft Office 365 OneDrive

Office 365

Microsoft Office 365 Office Portal

zoom

Code of Conduct

IT Self Service

Corporate Compliance

Benefits

EasylifeHealth

EMPPOWER

MetLife

HealthEquity

MagellanAscend

Health Advocate

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Agenda

- ✓ Business Overview, Mission and Values
- ✓ Other Benefits : PTO, Holidays, Leave, Educ Assistance, Referral Rewards
- ✓ Policies and Systems
- ✓ Payroll Cycle
- ✓ Learn More/Get Help

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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.

Months of Magellan Health Service	Accrual Per Year (Days/Hours)	Per Pay Period Accrual (Hours)
0 – 36 months	13 days / 104 hours	4.34 hours
37+ months	15 days / 120 hours	5 hours

- 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



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

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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



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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 FosuA@MagellanFederal.com.

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Other Magellan Federal Benefits

Educational Assistance and Tuition Reimbursement

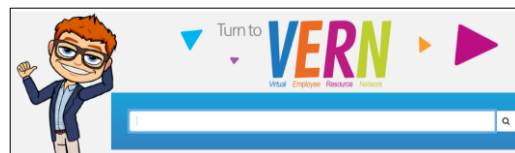
- Tuition assistance, business skills and continuing education reimbursement with prior management approval
- Learning programs may be offered by your assigned program
- Company support to retain professional certifications and licenses required by position
- Some qualifications/restrictions apply

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




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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.

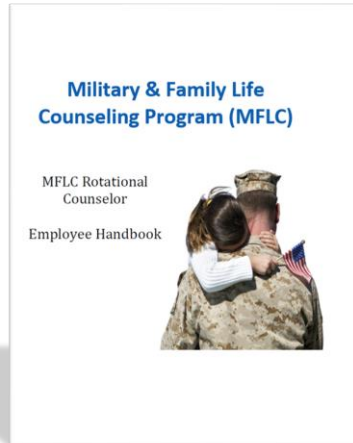
If a situation arises where it is difficult to determine proper course of action, you can...

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.

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Employee Handbook and HR Policies



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)

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Magellan Federal Email



You should make it a practice to check your Magellan Federal email regularly to ensure you do not miss important announcements, updates, required tasks, etc.

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Deltek Costpoint for Time Entry



- Magellan follows the practice known as “Total Time Accounting” to record time worked or paid leave taken in order to comply with contractual obligations under FAR clause 52.237-10, Identification of Uncompensated Overtime.
- Therefore, all employees, exempt and non-exempt, must record all hours worked as well as any applicable absence time as defined in the [Time Keeping Policy](#), on a daily basis in the electronic reporting system.
- Exempt employees record time in the time keeping system – Deltek Costpoint - for leave tracking and billing purposes only. Time recording is not for calculation of pay.

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Workday for Human Resources



- Workday is our HR system of record.
- Enroll in Benefits
- View payslip
- Update your personal information (mailing address, phone number, etc.)


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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
3	4	5	6	7	8	9	7	8	9	10	11	12	7	8	9	10	11	12		
10	11	12	13	14	15	16	14	15	16	17	18	19	14	15	16	17	18	19		
17	18	19	20	21	22	23	21	22	23	24	25	26	21	22	23	24	25	26		
24	25	26	27	28	29	30	28						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
4	5	6	7	8	9	10	2	3	4	5	6	7	1	2	3	4	5	6		
11	12	13	14	15	16	17	9	10	11	12	13	14	8	9	10	11	12	13		
18	19	20	21	22	23	24	16	17	18	19	20	21	15	16	17	18	19	20		
25	26	27	28	29	30		23	24	25	26	27	28	22	23	24	25	26	27		
							30	31					29	30	31					

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


October							November							December						
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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24	25	26	27	28	29	30	28	29	30				24	25	26	27	28	29		
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○ Time sheets due
 ○ Pay dates
 ■ Magellan Federal Holiday

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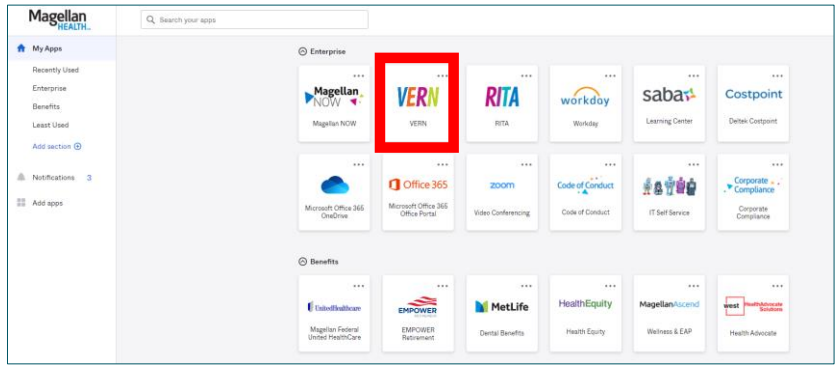
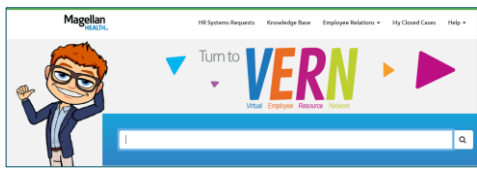


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Learn More

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Support Directory

Available in:

- VERN
- MagellanMFLC.org website




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SERVICE	FOR HELP WITH...	CONTACT
GENERAL INFORMATION TECHNOLOGY	<ul style="list-style-type: none"> • Remote Desktop and Log In Issues for Outlook, VPN, wireless • General IT Support • Network Issues • Hardware/Software Requests <p>For after hours and weekend IT support (Outlook and Ohta only)</p>	<p>Magellan Federal Helpdesk (M 8-7 am-7 pm CT) MFCETIT@MagellanFederal.com 1.866.827.5422</p> <p>Magellan Helpdesk at 1.888.411.6343</p>
DESKTOP SUPPORT	<ul style="list-style-type: none"> • Account Activation • Unlock Account • Reset Password • Entering Timesheet times • Entering Hours • Locating Project Codes • Entering Leave (PTO, Holiday) • Selecting project codes • Timesheet Corrections after timesheet processed • Missing timesheets • Ohta Password Reset & Log In Issues • MFLC issued Smartphone • MFLC Center • TimeM, CareW • Material Requests 	<p>MFCGetIT@MagellanFederal.com</p> <p>For self-service, refer to Search your Personal Training Alert, or go to the Desktop Computer Portal website: http://www.desktopsupport.mflc.com MAGELLANHEALTHportal.html</p> <p>Refer to training materials on www.MagellanMFLC.org Book an appointment with MFLC Service Center at http://flhc.ly/MLCSDIV</p> <p>Contact your Regional Supervisor</p> <p>MFCGetTime@magellanfederal.com</p>
MFLC SYSTEMS	<ul style="list-style-type: none"> • For MFLC Training and Refill 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 	<p>MFLC Service Center MFLCChangeRequests@MagellanHealth.com 1.855.653.6352 (M 8 am-7 pm CT)</p> <p>MFLCTraining@magellanhealth.com</p>
HUMAN RESOURCES	<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 • Health Care Plan Benefits Questions • Benefits, Coverage & Claims <p>Note: You will need to register the first time you use Health Advocate</p>	<p>VERN (Ohta title)</p> <p>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</p> <p>Health Advocate: 1.866.695.8622, www.healthadvocate.com/Magellan (Ohta Title)</p>
SABA TRAINING	<ul style="list-style-type: none"> • SABA Assistance • Troubleshooting • Course navigation and troubleshooting • Course assignment inquiries • Saba compliance requirements 	<p>CorporateLearning@magellanhealth.com</p>
ETHICS, LEGAL, & COMPLIANCE	<ul style="list-style-type: none"> • Corporate Ethics • Business Conduct Policy & Program • OCIP Personal COI • Compliance Questions <p>Note: Communications through GetEthics are kept confidential, but do not provide anonymity.</p>	<p>GetEthics@MagellanFederal.com</p> <p>Hotline: 1.800.915.2108</p> <p>MyCompliance@flhc.com (Enter MFLC as the Access ID)</p>

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Human Resources

For help with...	Contact
<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 	 <p>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</p>
<ul style="list-style-type: none"> • Health Care Plan Benefits Questions • Benefits, Coverage & Claims 	<p>Health Advocate: 1.866.695.8622, www.HealthAdvocate.com/Magellan</p> <p><i>Note: You will need to register the first time you use Health Advocate</i></p>



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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


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Thanks for your Attendance!



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