

# Magellan Healthcare Employer Solutions Guide for Consultants & Brokers



# Building a resilient workforce is good for business

Your job is to find the best benefits plans for your clients. Our job is to show you how Magellan's premier Employee Assistance Plan (EAP) helps your client's employees thrive and positively impacts their bottom line.

Magellan's EAP is built upon 50 years of behavioral health expertise, with services designed to improve organizational effectiveness and employee well-being at every stage of life. Our EAP provides a robust combination of high-touch customer service by our account management teams and best-in-class in-person and digital programs to meet the needs of diverse employee groups worldwide.

## The Magellan Difference

- ✓ Clinical expertise, technology and flexibility to meet organizational needs
- ✓ Mission-driven, focused on helping today's workers and their families succeed
- ✓ 100% satisfaction with our tenured account managers
- ✓ Long-term client relationships, many spanning over 20 years

## Ready to get started?

Request a quote at [MagellanHealthcare.com/WorkWithUs](https://MagellanHealthcare.com/WorkWithUs)  
or email [GenSales@MagellanHealth.com](mailto:GenSales@MagellanHealth.com).

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\* This is a voluntary benefit for individual employees and not part of the EAP.

# EAP Core Services

# Magellan Healthcare Employee Assistance Program

A comprehensive program supporting organizations, their employees and their families.

## Organizational support

We support leaders and managers with confidential services for everyday challenges, unusual situations and developing societal trends.

- **Workplace support consultants**—Providing guidance and resources to thousands of leaders each year to improve their individual performance and team dynamics.
- **Top tier education and training services**—60+ courses developed by our in-house team and 16 new webinars added every year.
- **Critical Incident Response**—Expert teams support staff when their workplace is disrupted by a traumatic event. Over 3,000 events were conducted in 2020 with 100% satisfaction.
- **Engagement and destigmatization**—Your clients can choose from a variety of communications and ongoing campaigns with multiple touchpoints.

## Employee services

We help employees and their household members with confidential, comprehensive services.

- **Support 24/7/365**—Clinicians with an average of 12 years of experience help members with the ups and downs of life from day-to-day challenges to more complex situations.
- **Coaching**—Coaches help members plan, track and reach goals.
- **Counseling**—In-person and virtual therapy is provided by a nationwide network of 165,000+ licensed providers; virtual appointments are typically scheduled within 48 hours.
- **Digital emotional wellness tools**—Build resiliency, manage stress, improve mood, sleep better, find daily inspiration and more.
- **Life enrichment services**
  - **Financial wellness**—Consultation with a Money Coach and help for a wide range of concerns.
  - **ID theft resolution**—Assistance from a fraud specialist to challenge fraudulent charges.
  - **Legal services**—Consultation with an attorney, access to forms and preferred discounts.
  - **Work-life services**—Online help with parenting, elder care, financial, legal and other life needs.
  - **Discount center**—Savings on major purchases, recreation, groceries and more.
  - **Member website**—Timely, curated content and centralized access to all program benefits and services.

## Magellan Healthcare Employee Assistance Program

# Workplace Support Services

Is your organization doing enough to support manager development? A recent study found that three out of five of managers feel they don't receive any management training.<sup>1</sup> Managers are the backbone of a thriving organization and drive the success of the business. To keep them at the top of their game, it is important to develop their skills in leadership, problem-solving, decision making, communication and emotional intelligence.

With Workplace Support Services through Magellan Healthcare's Employee Assistance Program (EAP), your leaders receive confidential support to improve their individual performance and team dynamics, as well as access to leadership development resources through training, quarterly newsletters, live webinars and our Manager's Program Guide.

### How it works

Your organization's managers can call us 24 hours a day, 7 days a week for confidential advice on addressing team dynamics and individual concerns, such as:

- Assessing challenging situations
- Determining how to intervene based on departmental policies
- Communicating a performance issue
- Offering help in the most productive way
- Identifying important actions to document
- Discussing ways to overcome a difficult situation
- Referring employees to the EAP or other company benefits

### Leadership development resources

- Options in Learning training catalog with on-demand and in-person leadership training
- Quarterly Manager newsletter and live webinars on timely and relevant topics
- Manager's Program Guide to help managers use the EAP, address difficult issues, help an employee in crisis and more

### Support you can count on

Magellan's EAP Workplace Support Services program provides comprehensive resources to improve leadership, teamwork and morale. Your managers will appreciate these resources, and your organization will benefit from the positive impact they have on employee motivation, building a productive workplace and increasing retention.

1. <https://www.forbes.com/sites/davidsturt/2018/03/08/10-shocking-workplace-stats-you-need-to-know>

## Magellan Healthcare Employee Assistance Program

# Top-tier Education and Training Services

Attracting and retaining employees is critical to an organization's success. In a national survey of more than 400 employees from three generations, Baby Boomers, Generation X and Millennials, 70% said that training and development opportunities influenced their decision to stay at their job.<sup>1</sup>

Magellan's Healthcare's Employee Assistance Program (EAP) includes extensive training resources developed by our in-house team of training professionals and clinical experts. Our robust catalog includes categories for leadership, workplace success, emotional well-being, healthy living, home and family. Training professionals in our national network are selected for their solid understanding of behavioral health and proven success as presenters and facilitators.

### Features

- ✓ 60+ courses for managers and employees
- ✓ 16 new, live webinars per year—monthly for employees and quarterly for managers
- ✓ Multiple formats: in-person, via webinar and on-demand
- ✓ Current and relevant topics such as coping with uncertainty and change, tackling life's challenges with resilience, identifying and addressing performance concerns, building teams and more
- ✓ 97% average satisfaction rate for live webinars

### Quality you can count on

Magellan Healthcare's training programs are a valuable component of our EAP, and with a 97% satisfaction rate for our live webinars, a proven success. Investing in the personal and professional development of your employees always pays off. Choose our EAP for training that gives your employees the skills and competencies they need to make a positive impact on your organization.

1. <http://blog.accessperks.com/2016-employee-engagement-loyalty-statistics>

## Magellan Healthcare Employee Assistance Program

# Critical Incident Response

When your workplace is disrupted by a tragic event, employees may feel overwhelmed, anxious, unsettled and distracted. This could cause lingering emotional trauma and impact work performance and productivity. Is your organization prepared to help people cope with stress caused by traumatic events like a natural or industrial disaster, terrorism or other types of violence?

Critical Incident Response (CIR) is part of Magellan Healthcare's Employee Assistance Program. Our team of expert clinicians is professionally trained in CIR to handle sensitive situations compassionately. CIR counselors help staff process and manage the emotional and physical impacts of a traumatic event by fostering their natural resilience and teaching specific coping skills and strategies.

### What does the CIR team do?

Tragedy has many faces, and each experience is unique. Magellan offers a broad range of services including Psychological First Aid (PFA), management consultations, group and individual sessions, and telephonic crisis support.

- ✓ Centralized, dedicated team of clinicians averaging 17 years of experience
- ✓ Available 24 hours a day, 365 days a year
- ✓ 100% client satisfaction rate

### Support you can count on

CIR is a valuable service that helps you effectively manage the impact of traumatic events on your employees. They will be grateful for the support, and your organization will benefit from mitigating impacts on absenteeism, low morale and employee turnover.

## Magellan Healthcare Employee Assistance Program

# Lifestyle coaching

Magellan's Employee Assistance Program includes Lifestyle coaching, a service that helps employees define their goals, stay accountable and achieve their desired outcomes. Lifestyle coaching is an invaluable tool for personal and professional development. One study found that 80% of people who receive coaching report increased self-confidence, and over 70% benefit from improved work performance, relationships and more effective communication skills.<sup>1</sup>

### How it works

Lifestyle coaching is short-term and focuses on helping members clarify their intentions, identifying obstacles that hold them back and developing action-based solutions to achieve their goals.

- ☑ Lifestyle coaches can assist with a variety of topics such as handling work stress, parenting, improving relationships, weight loss, not getting enough sleep and more.
- ☑ Employees define the changes they want to make and Lifestyle coaches provide confidential and unbiased support, resources and accountability to help them meet their goals.
- ☑ Confidential sessions are conducted by phone or video with regular check-ins to track, measure and adjust plans as needed.

### Support you can count on

Coaching helps motivate and empower your employees to excel, and your organization will benefit from their increased confidence, engagement and retention.

1. <https://instituteofcoaching.org/coaching-overview/coaching-benefits>

## Magellan Healthcare Employee Assistance Program

# Counseling

With the rates of anxiety, depression and suicide on the rise, as well as opioid addiction and substance misuse, counseling can play an important role in promoting a healthy work environment.<sup>1</sup> Mental illness affects millions of people each year; depression alone is estimated to cost the U.S. economy \$210 billion annually, with 50% of the cost borne by employers.<sup>2</sup> These costs are likely to be underestimated because four in ten adults with mental health disorders do not seek treatment.<sup>3</sup> Many of those who do not seek treatment aren't necessarily aware they need help.

Magellan Healthcare's EAP educates your employees about emotional wellness, helping them understand their feelings and know when they might need more help. When that time comes, we provide your employees and their household members free, confidential counseling at any time, day and night.

### The advantages of providing counseling

#### For your employees

- Help with anxiety, grief, depression, relationships, substance misuse and more
- Available in many ways to meet them where they are: in-person, in-app messaging, live chat, phone or video
- A safe space to talk about worries, learn more about themselves and improve coping skills

#### For your organization

- Employees are better equipped to develop effective solutions to their personal and/or work-related problems.
- Effective treatments can lower medical costs, increase productivity, reduce absenteeism, and decrease disability costs.<sup>4</sup>
- The ROI is \$2 to \$4 for every dollar invested in prevention and early intervention.<sup>5</sup>

Counseling is part of Magellan's core EAP product and can be customized to meet the unique needs of your organization to ensure your employees get the support they need, when, where and how they need it.

1. Commissioned by the American Heart Association CEO Roundtable and conducted by the American Heart Association Center for Workplace Health. (2019). *Mental Health – A Workforce Crisis, Foreword*. Retrieved from <https://ceoroundtable.heart.org/mentalhealth/>, December 1, 2020.

2. Kessler, R. C. (2012). *The Costs of Depression*. *Psychiatric Clinics of North America*, 35(1), 1-14. doi: <https://doi.org/10.1016/j.psc.2011.11.005>. Retrieved from <http://www.sciencedirect.com/science/article/pii/S0193953X11001134>

3. SAMHSA. (2016). *Reports and Detailed Tables From the 2016 National Survey on Drug Use and Health (NSDUH)*. Retrieved from <https://www.samhsa.gov/data/nsduh/reports-detaileddetails-2016-NSDUH>

4. Commissioned by the American Heart Association CEO Roundtable and conducted by the American Heart Association Center for Workplace Health. (2019). *Mental Health – A Workforce Crisis, Foreword*. Retrieved from <https://ceoroundtable.heart.org/mentalhealth/>, December 1, 2020.

5. *Ibid.*

## Magellan Healthcare Employee Assistance Program

# Digital Emotional Wellness Tools

Magellan's Employee Assistance Program includes myStrength by Livongo. myStrength is an evidence-based digital platform that addresses the full spectrum of emotional health needs. myStrength helps deliver better outcomes, including 55% reduction in depression scores, while creating a different and better experience for your employees.

### Core focus areas

- Managing depression
- Controlling anxiety
- Improving sleep
- Drug or alcohol recovery
- Chronic pain
- Opioid recovery
- Reducing stress
- Mindfulness and meditation
- Balancing intense emotions
- Pregnancy and early parenting
- Nicotine recovery
- Moving beyond trauma
- Bipolar disorder

### Evidence-based approaches

- Cognitive behavioral therapy
- Behavioral activation
- Mindfulness
- Motivational interviewing
- Positive psychology
- Acceptance and commitment therapy
- Dialectical behavior therapy
- Medication-assisted treatment (MAT) for opioid recovery

### Technology makes personalization possible

myStrength provides your employees with personalized, actionable and timely support that helps deliver lasting outcomes.

#### ☑ Connected technology

- Multi-surface, multimodal experience for resilience and clinical conditions
- Self-monitoring to track mood, sleep, stress and goals
- Machine learning to optimize the individual experience

#### ☑ Human-centered approach

- Interactive, self-paced programs matched to individual preferences
- In-the-moment tools for coping in daily situations
- Coordination across conditions to optimize care
- Access to expert coaches

The myStrength program is easy to launch, promote and monitor, with reporting to provide meaningful insights.

## Magellan Healthcare Employee Assistance Program

# Financial wellness

Nearly 8 in 10 Americans live from paycheck to paycheck and 90% say money problems affect their stress levels.<sup>1,2</sup> Many of your employees may be distracted by, among other things, credit card debt, student loans and a lack of retirement savings. Distracted employees are at risk of making mistakes on the job, increased absenteeism and lower productivity rates, which cost employers an estimated \$250 billion a year.<sup>3</sup>

Financial wellness is a valuable part of Magellan Healthcare's Employee Assistance Program (EAP). It can help your employees build financial security by providing them with access to top-notch money coaches, online tools, resources and education.

### Expert support for your employees



#### Meet with a Money Coach

- Three 30-minute telephone consultations per year, per topic
- Money Coaches have an average 22 years of experience
- Confidential, unbiased advice with no selling



#### Develop a plan

Members can:

- Take a financial assessment
- Learn how money is affecting their health, wealth and financial status
- Get a personalized action plan



#### Take action

- Monthly live webinars
- Knowledge center with articles, video courses and calculators
- Collaborate with the coach through co-browse and file sharing features

Onsite education and/or employee meetings is included for employers with over 2,500 employees. Employees also have the option to enroll in the program on a self-pay basis if they exhaust their benefits and want access to unlimited coaching and personal web portal.

Financial wellness helps relieve employee stress and it can also boost employee engagement, reduce absenteeism and increase productivity.

1. <http://press.careerbuilder.com/2017-08-24-Living-Paycheck-to-Paycheck-is-a-Way-of-Life-for-Majority-of-U-S-Workers-According-to-New-CareerBuilder-Survey>  
 2. <https://bestmoneymoves.com/blog/2020/02/25/financial-stress-health-and-employee-wellness-in-2020>  
 3. <https://www.mercer.com/content/dam/mercer/attachments/global/inside-employees-minds/glb-2017-inside-employees-minds-volume-2.pdf>

## Magellan Healthcare Employee Assistance Program

# Identity Theft Resolution

In 2019 about 1 in 15 people were victims of identity fraud. Overall, 33 percent of U.S. adults have experienced identity theft, more than double the global average.<sup>1</sup> When identity theft occurs, most people do not know who to turn to for professional advice.

Magellan Healthcare's Employee Assistance Program provides your employees with Identity Theft Resolution services that can save your employees thousands of dollars in legal costs, countless hours of valuable time and give them the assurance that the situation will be resolved quickly and professionally.

### Support and resources your employees can trust

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> <b>Fraud Resolution Specialist™</b>    | <ul style="list-style-type: none"><li>• One 60-minute consultation per issue, per year</li><li>• The specialist listens, answers questions and gives employees the direction and tools they need to start resolving the fraud issues</li></ul>  |
| <hr/>  |   |
| <input checked="" type="checkbox"/> <b>ID Theft Emergency Response Kit</b> | <ul style="list-style-type: none"><li>• Uniform ID Theft Affidavit to be sent to the proper authorities, credit reporting agencies and creditors</li><li>• Fraudulent account forms and letters to itemize each fraudulent occurrence</li><li>• Fraudulent activity reporting</li><li>• Federal authorities and creditor fraud department notifications</li><li>• Free credit report</li><li>• Fraud alert and/or credit freeze (if allowed by State law) placement on your credit file</li></ul> |

Employees also have the option to purchase resolution services on a self-pay basis and have the company work under power of attorney until all issues are resolved.

1. <https://www.identityforce.com/blog/identity-theft-odds-identity-theft-statistics>

## Magellan Healthcare Employee Assistance Program

# Legal services

Given the increasing complexity surrounding marriage, children, the elderly, civil and criminal matters, an astonishing 90% of the population have an unmet need for legal services.<sup>1</sup> When faced with legal issues, most people feel stressed because they do not know how to obtain professional advice and they may not be able to afford the services they need or deserve.

Legal Services are part of Magellan Healthcare's Employee Assistance Program (EAP). They can help minimize the stress your employees feel when trying to get support for legal issues and make it affordable to receive sound legal advice.

### Expert support for your employees



#### Legal consultation and advice

- One free 60-minute consultation per topic, per year on the phone or in-person with an attorney or mediation expert
- 25%–35% off hourly rates for services beyond 60 minutes
- Referrals to top rated attorneys on a wide range of topics including estate planning, family law, personal property, taxes, audits and more



#### Document preparation discounts

- Single and Couple's Wills
- Minor or Special Needs Trusts
- Individual and Couple's Estate Protection



#### Online resource center

- Self-serve access to instantly create state-specific legal forms
- Legal library with categories such as bankruptcy, consumer finance, landlord and tenant, personal property, divorce, pets, criminal law and more

Legal Services help employees find the right solutions to their legal problems by offering them the highest quality services at a fraction of what traditional legal services cost, potentially saving them thousands of dollars in legal fees.

1. [www.clchomeoffice.com/legal-network](http://www.clchomeoffice.com/legal-network)

## Magellan Healthcare Employee Assistance Program

# Work-Life Web Services

Employees value working in an environment that promotes work-life balance more than ever before. As the boundaries between home and work become blurred due to constant connectivity and more people working remotely, employees are experiencing an increase in burnout and other mental health issues.<sup>1</sup>

Work-Life Web Services, part of Magellan Healthcare's Employee Assistance Program (EAP), can help minimize the stress your employees feel when trying to juggle responsibilities at work and home. Work-Life Web Services offers support for life events and money-saving offers. Employees have 24/7 access to interactive, online support tools and content, including thousands of articles, live talks, practical tips and discounts.

### Supporting employee work-life balance

- Find resources for help with relationships, parenthood, pet ownership, moving and more
- Locate childcare providers and navigate school options
- Research elder care and living arrangement options
- Get help with financial planning, money management and saving for the future
- Save money on groceries, home, auto and travel through the Discount Center

Work-Life Web Services are important components of our EAP, helping employees manage outside responsibilities efficiently and stay focused at work. Services like these show your employees that you understand their challenges and value their needs. Choose Magellan's EAP with Work-Life Web Services to help your employees get the support they need every day.

1. <https://www.forbes.com/sites/rachelmontanez/2020/02/10/this-work-life-balance-study-reveals-3-major-problems-heres-what-we-need-to-ask/#2f0e66d27277>

## Magellan Healthcare Employee Assistance Program

# Discount Center

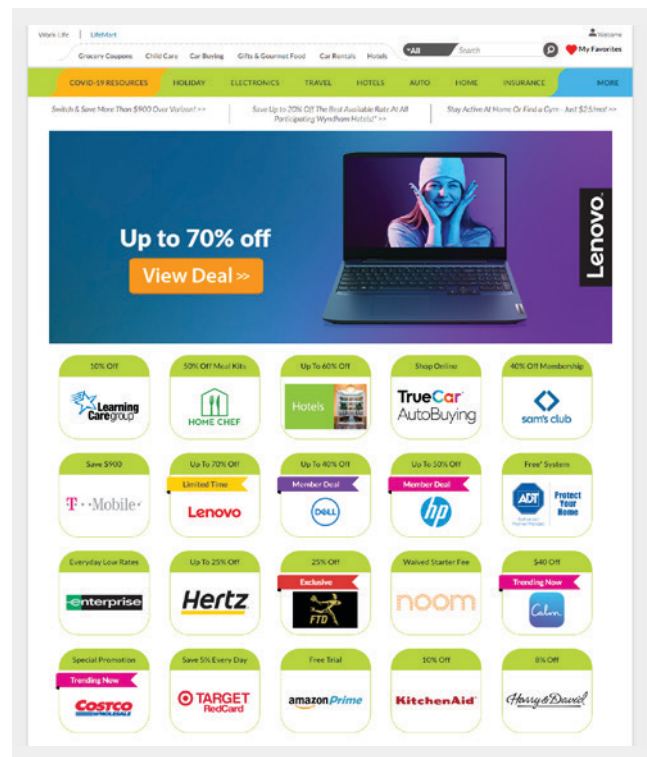
Worrying about finances at work can cost an employer about \$2,000 per employee.<sup>1</sup> Help take your employees' minds off money worries with Magellan's Employee Assistance Program that includes a robust discount program.

This valuable benefit makes everyday life a little more affordable—and a lot more fun—with national and local discounts from well-known brands. Groceries. Cell phones. Child care. Senior care. Tuition. Travel. All these little things add up for your employees... and your organization.

### How it works

- ✓ Employees access the discount program through the member website or discount program app.
- ✓ One-stop shopping saves employees time and money on everything from computers to car rentals, gifts to groceries, electronics to entertainment, and much more.
- ✓ There is no limit to the number of offers that can be redeemed.

The discount program is a valuable component of Magellan's EAP and an attractive benefit for your employees. Helping your employees save money and get more out of life can make them happier and more loyal.



1. <https://www.benefitspro.com/2018/12/17/financial-stress-costs-employers-thousands-per-emp/>

## Magellan Healthcare Employee Assistance Program

# Magellan Ascend member website

The digital front door to Magellan's Employee Assistance Program (EAP), Magellan Ascend, gives your employees and their household members centralized access to EAP services and resources. Members benefit from the simple navigation, timely, curated content, and information on all the programs available to them.

## Key features

- ✓ Explore Services—Tiles for each program including coaching, counseling and digital programs
- ✓ Provider Search—With filters for location, specialization, gender and more
- ✓ What's Trending—Monthly curated, theme-based content
- ✓ Featured Topic—Newsletter and live webinar with registration link
- ✓ Your Apps—Library of mobile apps to download
- ✓ Learning Center—Clinically validated articles, videos and self-assessments on a wide range of topics including anxiety, childcare, depression, elder care, relationships and more
- ✓ Discount Center—Savings on everything from computers to car rentals, gifts to groceries, electronics to entertainment, and much more
- ✓ Access to live help from every page through online chat and phone

Magellan Ascend makes it easy for employees to access services when and where they need them, saving them time, which can lead to higher productivity in the workplace. Your employees will appreciate the convenience of our digital front door while knowing that personal help is only a phone call away.

# Specialized Solutions

# Magellan Healthcare Specialized Solutions

With five generations in the workforce, employers are challenged with offering benefits that appeal to employees with a variety of needs.

We offer a full range of specialized solutions so organizations can tailor their program to meet their individual business needs.

## **Education**

- Homework Connection

## **Financial and Legal Wellness**

- Advanced Financial Wellness
- Legal Shield\*
- ID Protect Pro & Premium\*

## **Family and Caregiving**

- Adoption Assistance
- BackUp Care Connection®
- Magellan Autism Connections®
- Mothers@Work®
- New Parent Coaching Program
- Senior Care Management

## **Work-Life**

- Work-Life Services
- Work-Life Kits
- My Personal Assistant

## **Wellness Programs**

- Tobacco Cessation Program
- Mindfulness

## **Global EAP**

*\* This is a voluntary benefit that is not implemented as part of the EAP.*

## Magellan Healthcare EAP Specialized Solution

# Homework Connection

If your employees are taking classes or have family members in school, you've probably heard about homework struggles, particularly with the increase in virtual learning. The subject matter can be difficult, and frustrations can run high for your employees who are trying to help their students learn.

Homework Connection is an on-demand tutoring service for employees and students. With the cost of a private tutor ranging from \$20 to \$200 per hour, this valuable service promotes academic success while reducing stress for employees and their families.

### Tutors you can trust

Homework Connection provides access to more than 3,000 professional tutors, certified teachers, college professors, graduate students and undergraduates from accredited universities in the United States and Canada. All tutors have had background checks and other vetting, and all sessions are confidential.

### Support you can count on

- ✓ Immediate access to online tutoring 24/7—no appointments necessary
- ✓ Hundreds of subjects for kindergarten through college courses
- ✓ Employees can choose from flexible, interactive learning sessions via web chat, phone and video
- ✓ Unlimited use of on-demand study guides, practice tests and supplemental resources

Homework Connection can help your employees save time and money and reduce their stress levels. Benefits like this that improve employees' work-life balance can increase employee productivity, morale and loyalty. Who wouldn't be grateful to get help with their homework?

# Magellan Healthcare EAP Specialized Solution

## Advanced financial wellness

Financial matters are one of the most stressful parts of employees’ lives, causing them to feel distracted at work and costing employers an estimated \$250 billion a year.<sup>1,2</sup> Paying off student loans, reducing debt, spending vs. saving, and creating a nest egg are just a few of the obstacles they are trying to navigate.

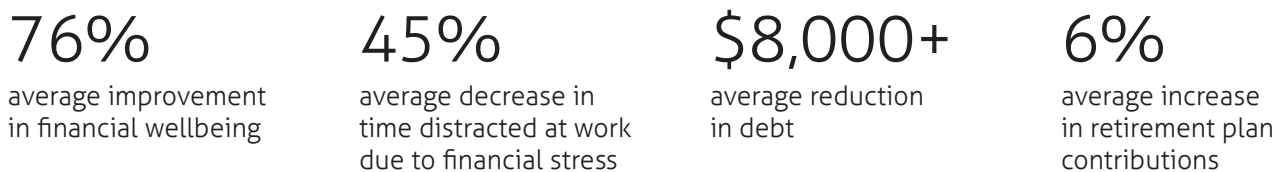
Advanced financial wellness powered by My Secure Advantage blends unlimited 1:1 financial coaching with budgeting software and on-demand video courses to empower employees to take charge of their financial future.

### Key features

- |  |  |   |
|--|--|---|
| <p><input checked="" type="checkbox"/> <b>Coaching</b></p> <ul style="list-style-type: none"> <li>• Unlimited one-on-one money coaching</li> <li>• Educational guidance only, no product sales</li> <li>• Co-browsing and file sharing to enhance online experience</li> </ul> | <p><input checked="" type="checkbox"/> <b>Website</b></p> <ul style="list-style-type: none"> <li>• Assessment and wellness score tools</li> <li>• Financial aggregator centralizes accounts into one secure budgeting tool</li> <li>• Credit report, score and monitoring</li> </ul> | <p><input checked="" type="checkbox"/> <b>Education</b></p> <ul style="list-style-type: none"> <li>• Onsite education days</li> <li>• Live monthly webinars and forums</li> <li>• Online video courses on a wide range of topics</li> </ul> |
|--|--|---|

Advanced financial wellness can be promoted as part of your Employee Assistance Program and/or as a standalone program.

### People working with a Money Coach report being notably happier and less stressed:<sup>1</sup>



1. My Secure Advantage, 2018  
 2. <https://www.mercer.com/content/dam/mercer/attachments/global/inside-employees-minds/glb-2017-inside-employees-minds-volume-2.pdf>



# Magellan Healthcare EAP Voluntary Benefit LegalShield

In a 2019 study, more than 50% of employees said that they had dealt with legal issues while working. Almost 40% had to take a phone call, 34% said they were distracted and 30% had to take time off.

LegalShield is a comprehensive and affordable legal protection plan that provides families with direct access to qualified attorneys through a dedicated network of provider law firms. It is a voluntary benefit that can be offered to employees during the annual enrollment period or an off cycle offering.

### Key benefits:

- Telephone consultation and advice on an unlimited number of legal matters
- 24/7 emergency legal access for covered matters
- Response from an attorney within four business hours
- Mobile app that allows participants to work directly with their dedicated provider law firms
- Coverage for the employee, their spouse/partner and more

### LegalShield covers a variety of legal issues including:

#### Family

- Adoption
- Domestic violence protection
- Juvenile Court proceedings

#### Home

- Purchase/Sale of house
- Refinancing
- Small Claims assistance

#### Financial

- Consumer protection
- Bankruptcy
- IRS audit protection

#### Estate planning

- Living Wills and Trusts
- Probate
- Power of Attorney

#### Auto

- Motor Vehicle property damage
- Moving Traffic violations/traffic tickets
- Property damage claims

Expected and unexpected legal issues can come up at any time. LegalShield gives employees peace of mind knowing they have access to lawyers with decades of experience for just a small monthly fee.

## Magellan Healthcare EAP Voluntary Benefit

# ID Protect Pro and Premium

Identity theft is at the forefront of consumer complaints filed with the FTC for the past 15 years, and 63% of employees report that identity theft issues affect their productivity at work.<sup>1,2</sup> The average financial loss is \$7,761 per identity theft and it can take up to 200 hours of work to recover a stolen identity.<sup>3</sup>

ID Protect Pro and Premium products reinvent the traditional monitoring model by offering with 1-to-1 Fraud Resolution Specialist assistance coupled with monitoring and protection technologies to create a true 360° identity security experience anywhere, anytime. It is a voluntary benefit that can be offered to employees during the annual enrollment period or an off-cycle offer.

## A curated identity theft protection program

You choose which program level works best for your organization.

### ID Protect Pro

- Assisted restoration—Fraud Resolution Specialists guide employees through suggested steps to restore their identity by providing the big picture of a compromised identity's status and remaining available 24/7 for questions
- Emergency response kit
- Credit monitoring—Single bureau
- Employees' TransUnion® credit report monitored around the clock for new credit requests
- ID Monitoring—Social Security Number, Dark Web, Credit/Debit card, Address Change and more
- Insurance and expense reimbursement—\$25,000

### ID Protect Premium

- Full restoration—Fraudulent debts, dispute letters, placing security freezes—through a Limited Power of Attorney, Fraud Resolution Specialists can help reduce many of the timely and costly steps required to professionally restore an identity
- Emergency response kit
- Credit monitoring—Tri Bureau.
- The credit reports of the three major credit bureaus (Experian, TransUnion®, Equifax®) are monitored around the clock for new credit requests
- ID Monitoring—Social Security Number, Dark Web, Credit/Debit card, Address Change and more
- Insurance and expense reimbursement—\$1,000,000

1. FTC

2. SANS Institute

3. U.S. Department of Justice, Javelin Strategy & Research

## Magellan Healthcare EAP Specialized Solution

# Adoption Assistance

Have you had employees ask about adoption benefits at your organization? Adoption Assistance is a family-friendly benefit that can build your reputation as a considerate employer. This caring service provides guidance, knowledge and resources to help your employees navigate the adoption process.

Adoption Assistance helps prospective parents sort through the intricacies of adoption and streamline the process—from applying with an agency and exploring options to understanding costs and finalizing the adoption.

### Support you can trust

Adoption Assistance provides consultation, education and referrals for:

- ✓ Adoption agencies
- ✓ Adopting a child with special needs
- ✓ Domestic and international adoptions
- ✓ Locating adoption attorneys
- ✓ Same-sex adoptive parents
- ✓ Tax implications of adoption
- ✓ Post-adoption issues

Specialists are available 24 hours a day, 7 days a week to provide personal assistance every step of the way. The online resource center features a wealth of webinars, live talks, guides and articles to help employees plan and prepare to welcome a child into their lives.

### More joy, less stress

The adoption process can be both exhilarating and frustrating. Providing a service for your employees that makes the process easier can generate goodwill among staff and attract talented, compassionate individuals to your organization.

# Magellan Healthcare EAP Specialized Solution

## Backup Care Connection®

Employees across America miss work every day due to changes in their child and elder care arrangements. When regular care plans are disrupted due to planned changes (e.g., school closings, caregiver vacations) or unexpected events (e.g., illness, inclement weather) this convenient and affordable service helps employees secure and pay for temporary child or senior care.

Backup Care Connection helps more employees get to work and stay at work by letting them choose who they want to use for care—whether it’s their own friends and family members or our nationwide network of providers—and reimbursing them for the cost.

Offering Backup Care Connection to your employees has been proven to:

- » Reduce absenteeism
- » Increase productivity
- » Improve morale and loyalty
- » Decrease stress
- » Retain talent



Key features include:

- Temporary care for children and older adults (including mildly ill)
- Access to 2,100+ accredited centers & nearly 950 in-home agencies nationwide
- 24/7 personalized support from highly trained specialists
- Hassle-free and unbiased care options
- A “Friends & Family” plan that dramatically increases usage and satisfaction rates
- Billing management (payments and reimbursements)
- Roll over company’s bank of unused visits to next year
- No mandated annual price increases

With access to Backup Care Connection, employees will have peace of mind knowing their loved ones will be well cared for when they go to work, even when their regular arrangements fall through.

## Magellan Healthcare EAP Specialized Solution

# Magellan Autism Connections®

Autism Spectrum Disorder (ASD) affects one in 35 children<sup>1</sup> in some states, and all have legislated ASD coverage at some level. Expectations for autism treatment, and risks inherent with any newly mandated coverage, have never been higher. Families are anxious to receive their benefits, and employers must move quickly. An increased demand for ASD treatment providers, coupled with inconsistent regulatory credentialing requirements from state to state, makes it hard to find a quality provider. Enter Magellan Healthcare.

## A one-of-a-kind solution

Magellan Healthcare is moving beyond traditional care by combining expertise in the care of children diagnosed with autism with targeted efforts to engage and serve caregivers on their journey—ensuring everyone impacted receives the care they need through an array of services:

- ✓ **Individualized care planning**—every child’s situation is unique. Our care coordinators work with everyone involved in the child’s treatment to develop a custom care plan that optimizes treatment and services.
- ✓ **Enhanced care coordination**—care coordinators follow the child’s treatment from beginning to end, ensuring goals are met and redirecting care as needed for the best outcomes.
- ✓ **Proprietary decision support system**—this tool helps coordinators stay current on clinical guidelines, research and treatment options.
- ✓ **Intensive caregiver support**—caregivers receive training, access to social support networks, and educational materials.
- ✓ **Fully credentialed provider network**—Magellan rigorously evaluates ASD providers to ensure we only contract with those who meet our requirements. Our collaboration on treatment planning and execution enables us to help providers improve quality and performance.
- ✓ **Clinical excellence**—all care coordinators are certified in Applied Behavior Analysis (ABA). They know the language and processes of the providers in our network, enabling them to quickly facilitate each child’s treatment. Our autism physician provides clinical expertise and supports efficient utilization management.

## Why Magellan?

We’re a leading choice for autism programs and have achieved impressive results for over 20 health plans and 14 million members with autism benefits and their caregivers across all lines of business.

As many as  
**80%**

make excellent clinical progress at a cost below \$24,000 annually\*

**93%**  
of caregivers

are satisfied with the services their child receives\*

**91%**  
of families

have learned how to use ABA techniques to help their child

\*Magellan internal data, 2019.

1. <https://www.sciencedaily.com/releases/2019/04/190411131538.htm>

## Magellan Healthcare EAP Specialized Solution

# Mothers@Work®

Mothers are one of the fastest growing segments in the United States.<sup>1</sup> More than 80% of new mothers breastfeed,<sup>2</sup> and 60% of them work.<sup>3</sup> New mothers want to return to work, but continuing to breastfeed can be difficult.

Mothers@Work provides breastfeeding mothers with the resources they need to successfully return to work. 92% of employees say this program has increased their company loyalty and productivity. The program also helps expecting mothers plan to transition back to work after they have their baby.

## An industry-leading lactation program

- ✓ Provides 24/7 access to lactation consultants for guidance on breastfeeding challenges and concerns
- ✓ Supports mothers so they can successfully transition back to work while continuing to breastfeed
- ✓ Offers discounted Medela breast pumps
- ✓ Shares prescreened referrals to local lactation resources
- ✓ Delivers a free Mothers@Work kit with breastfeeding products and information
- ✓ Supplies breast milk shipping so working mothers who travel can send their milk home safely

## Support you can count on

Mothers@Work can help your organization comply with breastfeeding laws and improve recruitment and retention of working mothers. It also helps your employees save time and money and reduces their stress levels. It is a win-win for you and your employees.

## Magellan Healthcare EAP Specialized Solution

# New Parent Coaching Program

Becoming a new parent is a life-changing experience. It is joyful and exhausting. Parents need to learn how to cope with many new things: welcoming a new child into the home, choosing childcare and returning to work. New parents experience a variety of situations that can negatively impact their emotional health, and those with newborns are at an increased risk of depression.<sup>1,2</sup>

The New Parent Coaching specialized buy-up service through Magellan Healthcare's Employee Assistance Program (EAP) provides personal guidance, resources and ongoing support to help parents adapt to the changes that having a new child brings.

## Advantages of the New Parent Coaching Program

- ✓ Personalized coaching and guidance for new parents
- ✓ Help choosing quality childcare
- ✓ Assistance with return-to-work planning, including facilitated communications between employees and managers for mutually optimal outcomes

## Support you can count on

The New Parent Coaching Program lets your employees know that you value their service by providing them with resources for the transition to parenthood. Your employees will have peace of mind and be more prepared to focus on their jobs once they return to work.

1. <https://www.postpartumdepression.org/resources/statistics/>

2. <https://www.parents.com/parenting/dads/sad-dads/>

## Magellan Healthcare EAP Specialized Solution

# Senior Care Management

More than 1 in 6 Americans who work full-time or part-time also help care for an elderly or disabled family member, relative or friend.<sup>1</sup> More than half of caregivers work full-time, and 70% of working caregivers experience work-related difficulties due to their dual roles.<sup>2</sup>

Senior Care Management gives your employees peace of mind by providing them with access to expert caregiving support. This service helps employees make good decisions about their loved one's care needs and saves them time so they can concentrate on their work.

## The industry's most comprehensive program

- ✓ In-person assessments by a certified care manager at no cost to the employee
- ✓ A full evaluation of an aging loved one's condition, medical history and home environment
- ✓ Detailed, customized care plan based on the assessment
- ✓ Recommendations for care, home security, local programs and more

## Support you can count on

Senior Care Management is viewed as a compassionate benefit because it shows your employees you recognize their challenges and gives them access to services they might not be able to get on their own. Your employees will save time and money and be more productive at work, while your organization will benefit from the increased morale and loyalty employees express after using the service.

1. <https://www.caregiver.org/caregiver-statistics-work-and-caregiving>

2. *Ibid*

## Magellan Healthcare EAP Specialized Solution

# Work-Life Services

Now more than ever, employees value working in an environment that supports work-life balance. With the boundaries between home and work blurring due to constant connectivity and more people working remotely, employees are experiencing a rise in burnout and other mental health issues.<sup>1</sup>

Work-Life Services through Magellan Healthcare's Employee Assistance Program (EAP) gives your employees 24/7 access to highly trained, caring specialists for help with life's day-to-day challenges and major life events. Specialists save employees time and money by matching them with high-quality solutions and providers.

### Supporting Employee Work-Life Balance

Employees can get help with services such as:

- ✓ Locating childcare providers
- ✓ Matching elderly loved ones with housing options
- ✓ Finding qualified, prescreened local home improvement and repair specialists
- ✓ Planning events like birthday parties and weddings
- ✓ Helping with college planning and researching financial aid
- ✓ Assisting with career, legal and financial issues

Employees also receive access to interactive, online support tools and educational content, including thousands of articles, practical tips, podcasts and more.

### Support you can count on

When employees feel they are out of balance, it has a negative impact on their performance. Work-Life Services can reduce employee absenteeism and improve morale and job productivity. It's a win-win for your organization.

1. <https://www.forbes.com/sites/rachelmontanez/2020/02/10/this-work-life-balance-study-reveals-3-major-problems-heres-what-we-need-to-ask/#2f0e66d27277>

## Magellan Healthcare EAP Specialized Solution

# Work-Life Kits

Help your employees manage parenting and caregiving milestones with kits delivered right to their doorsteps. Work-Life Kits contain free products, timely information and discount coupons to help them navigate critical life milestones.

When employees are managing life events like returning to work as a breastfeeding mother, caring for an aging parent or sending their child off to college, they may feel stressed and distracted at work. Show your employees you care, decrease their stress, and increase their morale and loyalty by adding Work-Life Kits to your Magellan Employee Assistance Program (EAP) to save them time and money.

### Work-Life Kits

Some of our most popular kits include:

- *Adult Caregiver*—Emergency phone number magnet, smoke detector safety labels, pill organizer and medication tracking card
- *Be Well*—Mayo Clinic Guide to Self-Care, nutrition basics guide, pedometer, stretching instructions, and guides on stress management, nutrition basics, fitness and more
- *Child Safety*—A pocket guide to Emergency First Aid, child identification kit, outlet plug covers, night light, small object tester and more
- *College*—Students' Self-Care Guide, pens and highlighters, sewing and manicure kits, emergency whistle key chain with light, and screwdriver set
- *Emergency Preparedness*—Emergency Preparedness Guide, freeze-dried food packages, drinking water pouches, survival blanket and waterproof poncho
- *Mothers at Work*—Milk collection/storage bags, intake/output diary, storage guidelines magnet, breast pump wipes and accessory wipes, cotton bra pads and more
- *Pet First Aid*—Pet First Aid Guide, sterile gauze pads, emergency leash, antibacterial wipes, tweezers and latex gloves
- *Prenatal*—The Happiest Baby on the Block, one-piece infant undergarment, medicine dropper, bib, diaper/bottle bag and two diapers

### Support you can count on

Magellan EAP Work-Life Kits help your employees balance their work and personal lives, freeing up their minds to be more productive at work. Providing these shows you care about your employees and can be a valuable component of your benefits program.

## Magellan Healthcare EAP Specialized Solution

# My Personal Assistant

Do you know how much time your employees spend at work on their personal cell phones? Would you believe an hour a day, five days a week?<sup>1</sup> You know your employees are going to spend some time on personal tasks at work, but all that non-work time negatively impacts productivity.

There are things employers can do to help. My Personal Assistant is a service that helps employees manage time-consuming daily responsibilities—so they can be more focused and productive at work.

### What are My Personal Assistant services?

Consultants take the time to learn about the employee's specific needs and parameters for services: budget, timing, preferred stores or vendors, etc. Once they get to know the employee, the consultant helps with personal tasks such as:

- ☑ Running errands (e.g., drop off/pick up prescriptions and personal items, postal duties)
- ☑ Booking tickets to special events
- ☑ Scheduling home or auto services (e.g., plumbers, lawn services, car repairs)
- ☑ Comparing prices and locating hard-to-find items

### Support you can count on

Give your employees precious time back in their day and you will reap the benefits of a more engaged workforce. My Personal Assistant helps reduce workplace distractions and absenteeism and improves employee job satisfaction and loyalty.

1. <https://www.roberthalf.com/blog/management-tips/how-much-time-workers-spend-on-cell-phones>

## Magellan Healthcare EAP Specialized Solution

# Tobacco Cessation Program

Despite years of research and warnings about the dangers of tobacco use, tobacco is still responsible for about one in five deaths annually.<sup>1</sup> In the workplace, tobacco users cost employers \$6,000 more each year because productivity is reduced by tobacco-related health problems, breaks and healthcare costs.<sup>2</sup>

Magellan Healthcare's tobacco cessation program powered by Clicktotine® includes a clinically validated mobile application, nicotine replacement therapy (NRT) and coaching by licensed tobacco cessation specialists. The Clicktotine platform uses cognitive and neurobehavioral mechanisms to help users break habits.

### Key features include:

- ✓ **Personalized quit plan and messaging**—Users create a plan they can stick to with support and guidance.
- ✓ **NRT**—Users get eight weeks of NRT products (nicotine gum, patches or lozenges) delivered directly to their homes.
- ✓ **Coaching**—Licensed tobacco cessation coaches engage with users through proactive text messages and in response to user texts.
- ✓ **Vaping module**—Vapers can access a specific program to help them quit for good.
- ✓ **Digital diversions**—Games and activities distract users and help them earn points and badges that can be exchanged for rewards.
- ✓ **Targeted strategies**—Controlled, mindful breathing coupled with multi-sensory stimuli helps users reduce craving episodes.
- ✓ **Social engagement**—Users can invite friends and family to support them from within the app.
- ✓ **Daily motivation missions**—Immersive, meditative experiences like positive reflection help users refocus on their goals each day.
- ✓ **Health outcome improvement monitoring**—Users can track improvements in pulse rate, oxygen level and body temperature.
- ✓ **Financial reward tracking**—Users can see how much money they are saving by quitting.

A Click Therapeutics clinical study shows that 35.3% of Clicktotine app users successfully quit at the 6-month mark.<sup>3</sup> Traditional self-help materials, including flyers and recordings, result in a 2–10% quit rate.<sup>4</sup>

1. [www.cdc.gov](http://www.cdc.gov)

2. <https://www.webmd.com/smoking-cessation/news/20130604/smokers-cost-employers-thousands-more-than-nonsmokers>

3. <https://mhealth.jmir.org/2017/4/e56>

4. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1118332/>

## Magellan Healthcare EAP Specialized Solution

# Mindfulness

Recent US Census Bureau data shows close to a 300% increase in people experiencing signs of depression and anxiety.<sup>1</sup> Since people spend so much time at work, employers are uniquely positioned to address this increase by improving employee well-being with tools that help them feel healthier, happier, connected and more productive.

Magellan Healthcare's Mindfulness program is powered by Whil, an award-winning digital well-being platform providing mindfulness and resilience training for people from all walks of life. Whil is based in science, mindfulness and positive psychology and offers daily practices, mini-courses and goal-based training to help your employees reduce stress and improve performance.

### Support for employees and their families

Reduce stress by learning immediate and repeatable skills.

- ✓ 12 training areas including: learning to meditate, reducing stress and anxiety, improving relationships, sleeping better, boosting physical health, Whil for teens and more
- ✓ 250+ mini courses, 600+ video sessions, 1200+ audio sessions
- ✓ 150+ expert articles, daily tips and inspiration

### Mindfulness with results

The HIPAA-compliant dashboard features robust analytics with over 30 data points, including:

- ✓ Minutes engaged
- ✓ Sessions per active user
- ✓ Top areas of practice
- ✓ Estimated ROI

The Mindfulness program is accessible through the Magellan member website and complements other Magellan EAP services. Consider adding Mindfulness to your Magellan EAP and give your employees more resources to perform at their best.

1. <http://workplacementalhealth.org/Employer-Resources/Employee-Mental-Health-Well-being-During-Beyon>

## Magellan Healthcare EAP Specialized Solution

# Global Employee Assistance Program

With 50 years of experience in EAP, we serve global clients with diversified workforces in a variety of industries across the globe. We have built lasting—in some cases decades long—client relationships by focusing on exceptional customer service and delivering value at every stage in our journey together.

15  
service centers  
and growing

83,000+  
individual  
affiliate providers

70+  
intake  
languages

40 Account Managers  
in 13 countries,  
speaking collectively  
21 languages

## Employee support services

- **Counseling:** 24/7 clinical answer by master's level counselors; various levels from back-up call answering to full EAP intake, assessment and referral services.
- **Mobile app:** Our smartphone app is available in nine languages and brings together phone, instant message, video and SMS text access points in one place, allowing users to access and actively engage with EAP services.
- **Legal and financial support:** to address issues including: divorce/custody, criminal, estate planning/wills, real estate, personal injury/malpractice, bankruptcy, budgeting, home buying and major life event planning.
- **Coaching:** telephonic coaching and support for wellness initiatives including weight management, nutrition, tobacco cessation, fitness, and stress management; delivered by our certified wellness coaches.
- **Work-life consultation, resource and referral:** to assist with adoption, child care, parenting, education, elder/adult care, pet care, prenatal and postnatal care, special needs, summer care and wellness.

## Integration

In order to help as many people as possible across the globe to be more effective and more productive in their personal and professional lives, we have developed an inventory of unmatched facilities and capabilities. By providing service in over 200 countries/territories and local language answer in over 70 countries, our teams can provide support to expats and local nationals in more key regions than any other EAP companies.

## Now is the best time to be with Magellan

Our fresh approach to EAP product design combined with our deep clinical roots and industry experience means we are continuously innovating and improving to deliver value for our clients and the individuals we serve. Our business is built on long-term relationships; we collaboratively build solutions, measure outcomes and learn from the world-class organizations that partner with us.

