



eMbrace:
Employee Assistance
Proposal for Shortlister

2024

Magellan Healthcare, Inc.

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A Fresh Approach for Today's Workforce

Evolving Employee Assistance to Meet the Needs of Today and Tomorrow

In this rapidly changing world with continually escalating costs, we understand that employers are looking for creative ways to offer benefits and help their staff on a variety of different levels. If you are among those employers, look no further. Now is the best time to be with Magellan. We are actively delivering a fresh approach to the market through **eMbrace Employee Assistance**, which is just one of the programs available under our eMbrace suite of employer solutions.

Join us, and together we will build a new model that meets the needs of your clients—now and the future. We recognize the strong market need for an organization that thinks about mental health, emotional wellbeing, and quality of life. One that has deep clinical roots and uses adaptive technology to connect and fit with today's staff and their household members. We recognize the need for to reduce your clients' employees' stress and help them live healthier, more vibrant lives. You need them to be the strongest contributors they can be. This is where Magellan can help.

Leveraging key tenets of your staff's engagement and psychosocial needs, Magellan brings you a comprehensive and thoughtful ecosystem of resources, tools and services through eMbrace Employee Assistance designed to help staff and their household members grow to meet daily challenges and get assistance for more difficult situations. We combine industry-leading experience and clinical excellence with an unyielding commitment to innovation and technology to provide employee assistance services that will grow with your clients' organizations.



The Magellan Difference

Experience

With **51 years of experience in employee assistance**, we serve national and global clients with diversified workforces in a variety of industries including retail, manufacturing, professional service organizations and financial services. We've 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.

Clinical Excellence

We are passionate about helping employees successfully navigate through the ups and downs of their lives. **Nearly 50 percent of our staff have clinical designations (MD, RN, APRN, LCSW, and PharmD)**. When your members access their program and need to speak with a clinician, our clinicians use a holistic approach to ensure all their needs are met. Our national network also has **163,200+ providers** and growing. Our goal is to assist members when and where they need it.

Commitment to Innovation

We continuously adapt our services by implementing new technology, new programs and new thinking. Recent innovations include counseling delivered through text, chat, and video, clinically proven mobile apps for specific conditions and our member website. We use agile thinking to deliver timely, quality products, and learn new ways we can lead humanity to healthy, vibrant lives.



eMbrace Employee Assistance Plan Design – Core Services

Whether your clients are new to Employee Assistance, looking for a change, or would like to add services to their programs, we offer solutions for the needs of organizations today—and tomorrow. eMbrace Employee Assistance’s core plan design includes all the following services available to employees and their household members. We refer to these two groups collectively as members.

24/7/365 Program Access

With Magellan, members have 24/7/365 access to eMbrace Employee Assistance support and resources. After calling their toll-free program hotline, members undergo a brief assessment and receive the most appropriate referral(s) based on their specific concerns and needs. Referrals may include brief counseling, our digital emotional wellbeing solution including DCBT, coaching, legal services, financial wellbeing, identity theft resolution, work-life services, community resources, educational materials or other client benefits. All emergent and urgent callers are immediately connected with a licensed, Master’s-level clinician - who are available 24/7/365 - to ensure the caller’s safety and help them quickly receive necessary assistance.



Counseling: In-person, Telehealth, & Virtual

We offer confidential therapy with licensed providers to help employees understand issues, learn coping skills, and develop solutions. Counseling helps with common life challenges such as stress, relationships, life transitions, mood issues, grief, and more.

Members can choose counseling from a Magellan network provider (in person or via telehealth) or a virtual therapist (text, chat, video, phone) powered by BetterHelp’s secure, confidential, and HIPAA compliant app. Our **national, multi-disciplinary network of 163,200+ providers** spans all 50 states, D.C., and Puerto Rico. Members have

access to **71,000+** counselors, which represent our credentialed network of **36,500+** Employee Assistance providers and a virtual therapy network of **34,500+** therapists. With virtual therapy, individuals, couples, and teens (with parental consent) get matched with a clinician and schedule an appointment from the app. **Members typically get connected with a therapist within 24 hours!** See: [Magellan Health – How BetterHelp Works.](#)

We also offer **unlimited, virtual group sessions** led by licensed therapists through BetterHelp, which provide members with a safe space to share their feelings and listen to others to get a broader perspective. **Over 500 virtual support groups** are available. Additionally, **while individual BetterHelp subscriptions range between \$240 - \$360/month, with Magellan’s program, no subscription is needed and virtual therapy sessions are included at no cost to your members!**

Across our book of business, **the repeat telehealth session rate is 85-92 percent.** And among our own telehealth users, **on average, 32 percent say they would not otherwise have accessed care had telehealth not been available.** Our **case closure rate is also approximately 70 percent!**



Wellbeing Coaching



Magellan’s wellbeing coaches partner with and support members with goal setting, creating action plans, decision making and behavior change. They help them stay on track as they tackle a variety of challenges such as not getting enough sleep, losing weight, improving their relationships, and more! Unlike other coaches available today, **our certified wellbeing coaches are also Gallup® Clifton Strengths trained.** This differentiator means our coaches focus on strengths-based approaches to coaching using Gallup’s six elements of wellbeing - career, community, emotional, financial, physical, social wellbeing, and more – to help employees and managers with personal and professional development. Those that focus on strengths are **3x more likely to have an excellent quality of**

life; 6x more likely to engage on the job; and 12.5% more productive at work. Employees work with their coach during live, scheduled one-on-one sessions via phone or video; individuals typically reach goals in six sessions or less.

Digital Emotional Wellbeing Program

Unmet behavioral health needs continue to be a public health risk as well as a problem for many of our clients. As life outside of work—family problems, personal stress, physical ailments, national and international crises—can take a toll on an individual’s wellbeing and impact productivity at work, Magellan offers a Digital Emotional Wellbeing program (available via app and website), powered by NeuroFlow, which addresses the full spectrum of emotional health needs and helps individuals take control of their whole health—life, mind, and body. Our Digital Emotional Wellbeing program helps deliver better outcomes while creating a different and better experience for your employees and their family members. Our Digital Emotional Wellbeing app, which can be accessed from within our member website, is very easy to use, and has an engaging look and feel! Features include:

- Validated assessments and activities with gamification and clinical grade content
- Natural language processing to detect crises and direct to time-sensitive critical resources
- The integration of Magellan's award-winning, evidence-based digital cognitive behavioral therapy (DCBT) modules, which are designed to provide a full-scale digital alternative to in-person sessions for conditions like anxiety, depression, addiction, insomnia, and chronic pain. **Our DCBT programs have been tested in over 24 randomized controls trials and have shown to be effective. The programs were also recognized by SAMHSA as being the gold standard for evidence-based care.** Additionally, our online DCBT modules for depression, insomnia and anxiety are **available in Spanish!**
- Clinical focus areas for meditation and mindfulness, resilience, loneliness, nutrition, and fibromyalgia
- Proactive insights into the emotional health of your workforce

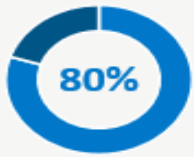


Through our Digital Emotional Wellbeing app, members will be able to:

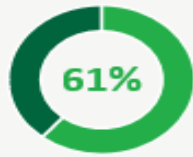
- Complete self-care activities like breathing exercises or journaling
- Track their mood, sleep, stress, and pain and view progress
- Earn points and badges
- Get reminders through proactive nudges
- Connect with activity trackers (e.g., Fitbit, Garmin, MyFitnessPal, etc., via Apple Health/Google Fit)

The power of this technology has resulted in:

Proven Engagement and Outcomes



Complete the assessment



Remain engaged after the first month



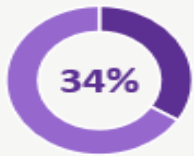
Remain engaged after six months



Trigger urgent alert and receive clinical outreach



Self-report a reduction in symptoms



Reduction in PEG scores*
ComfortAble[®]
for chronic pain



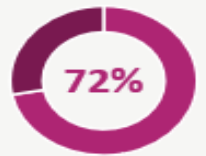
Report reduced fear and panic symptoms*
FearFighter[®]
for anxiety, panic and phobia



Reduction in GAD-7 scores*
RESTORE[®]
for insomnia and other sleep difficulties



Reduction in PHQ-9 scores*
MoodCalmer[®]
for depression



Report reduction in substance use*
SHADE[®]
for substance use disorder

*DCBT use

You can check out our Digital Emotional Wellbeing program [here!](#)

Magellan's Member Website, a New Digital Member Experience

Our member website is a mobile-optimized experience that provides members with personalized recommendations to improve their total wellbeing, and guides members to our extensive set of programs and services. They can access the site directly (**Figure 1**) or through the client's intranet and/or employee communications. They can also get help via phone at any time and chat live daily from 8:00 am - 6:30 pm ET (chats submitted outside of these hours are responded to the next day).

Figure 1: Member Website

The screenshot shows the homepage of the Magellan Healthcare member website. At the top, there is a navigation bar with the Everest Bank logo, the Magellan Healthcare logo, and menu items for Life (Family, Finances, Legal), Mind (Mental Wellbeing), and Body (Physical Wellbeing). There are also links for Crisis Hotlines, Find Care, and Search. Below the navigation bar, there are 'Sign In' and 'Sign Up' buttons. A prominent headline reads 'Start your wellbeing journey' with the subtext 'A thriving life, resilient mind and healthy body'. Below this, there are two more 'Sign In' and 'Sign Up' buttons. The main content area features a large image collage with three photos: a woman on a phone, a woman talking to a man, and a person with a dog. Below the collage is a compass icon and the text 'Find help and balance for the six important parts of your life.' This is followed by six cards representing different areas of wellbeing: Social (Forming strong relationships), Emotional (Building confidence and resilience), Career (Liking what you do every day), Financial (Making the most of your money), Physical (Having good health and energy), and Community (Being safe, secure and engaged). The bottom section is titled 'What can Magellan Healthcare do for you?' and contains two columns. The left column has a photo of a woman on a phone and the text 'Get personalized guidance on improving your wellbeing' with a subtext 'Tell us about yourself and we will guide you on your journey to improving the six important areas of your life.' and a 'Sign In' button. The right column has a photo of a man in a white coat and the text 'Make a human connection with coaches, therapists, and professionals' with a subtext 'Find the perfect people to help you succeed emotionally, mentally and physically.' and a 'Find Care' button.

Our member website establishes a strong point of virtual contact for employees that is purpose built, clinically relevant, simple to use, personalized, and engaging. It offers interactive triage and connection to care – including guided access to clinically validated assessments, virtual therapy, digital emotional wellbeing (e.g., SAMHSA-validated DCBT modules), wellbeing activities, and coaching as appropriate. Magellan empowers members to take an active role in managing their health by connecting them with the resources they need when they need them.

How our Digital Member Experience Works

Recognizing that members have differing comfort levels and experience with technology, our website is user-friendly and intuitive. After completing a short, guided onboarding (**Figure 2**), members are taken to their dashboard (**Figure 3**) that provides personalized recommendations to lead them along their journey to improved wellbeing.

Figure 2: Guided Onboarding

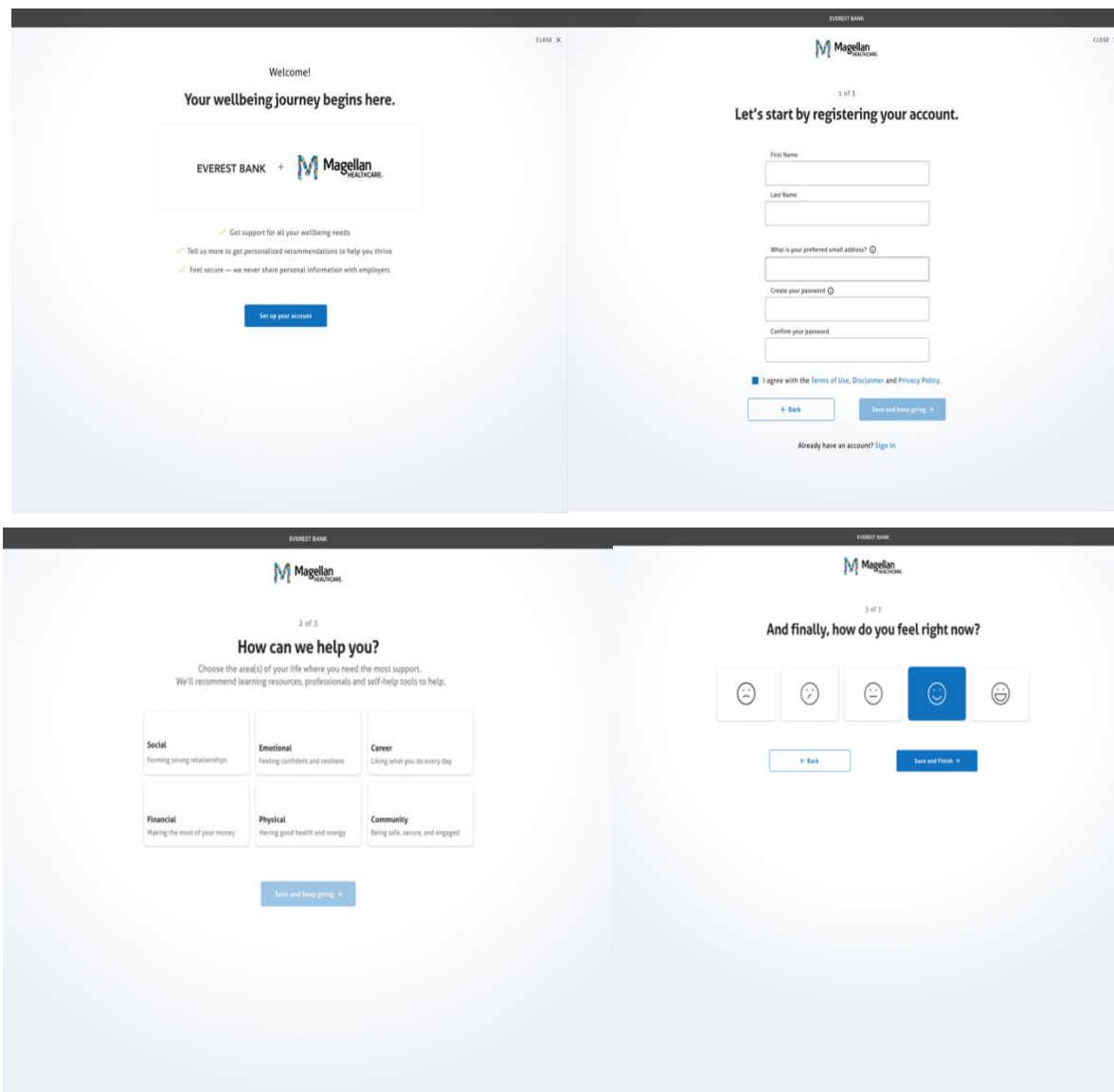


Figure 3: Personalized Member Dashboard of Recommendations

The screenshot shows the Everest Bank Magellan Healthcare member dashboard. At the top, there's a navigation bar with 'EVEREST BANK', 'Crisis Hotlines', 'Find Care', 'Search', 'Message Center', and 'Sign Out'. Below this, the user's name 'Steph' is displayed with a 'Welcome, Steph!' message and 'It's great to meet you!'. The main section is titled 'Personalized recommendations just for you' and contains three cards: 'Emotional Article' (meditation), 'Physical Article' (exercise), and 'Social Article' (social connections). Below these are three panels: 'Message Center' with a 'Welcome Get Personal 7/2' notification, 'My Programs' with a link to 'View tools and programs', and 'Upcoming' with a 'Webinar' and an 'Appointment'. At the bottom, there are three support options: 'Connect with a professional', 'Access tools and programs', and 'Explore our learning library'.

The personalized recommendations point members to relevant solutions among Magellan’s vast set of offerings, resources, and care. A condition-specific curriculum is triggered for the member based on needs and assessments. Magellan recommends digital content and specific tools to users based on the outcomes of their assessments and their engagement in the program. Recommendations for next steps may include:

- Reading, watching videos or doing exercises to maintain or improve their wellbeing
- Working with a coach to meet specific life goals
- Discussing concerns with a counselor through virtual therapy or visiting a network provider

The more severe a member’s scores are, the higher level of care they are pointed to. Scores or activities that indicate risk of harm to self or others result in immediate crisis support recommendations.



Along with our Digital Emotional Wellbeing program (online and app) described previously, other digital resources on our member website that focus on wellbeing include:

- **Learning On-Demand**—Members and supervisors can access short orientation videos as well as a large variety of webcasts, podcasts, and online training programs at their convenience covering a diverse range of mental health, wellbeing, and workplace topics.
- **Learning Center sourced by Healthwise**—Our Learning Center is filled with evidence-based health education content—sourced by Healthwise—including a health encyclopedia with interactive tools, a comprehensive symptom checker, informative illustrations, and compelling videos to keep them engaged. Healthwise provides a wellbeing space for employees and their families to locate consistent, relevant health information and tools that assist them in adopting healthy behaviors to manage their total wellbeing. Its content is also vetted by clinicians and NCQA certified. This aligns with our core differentiators of having clinical excellence behind everything we do. Your employees and their families can find consistent, relevant health information and tools that assist them in adopting healthy behaviors to manage their total wellbeing.
- **Live Chat**—From anywhere on our member website, members can chat live with an Employee Assistance specialist to get benefit plan answers, find out about available services or where to locate wellbeing resources, and with a clinical specialist to get answers to emotional wellbeing concerns (e.g., stress, family/life issues, etc.).

Our member website also boasts other helpful features and services such as:

- **Enhanced Provider Directory** allows members to easily find a counselor that matches their needs and preferences by either typing in their own requests or by responding to a few questions and being matched with a provider. Provider preferences can be filtered by name, gender, specialty, ethnicity, ages treated, and language. Employees can identify providers who offer handicap accessibility, those with proximity to public transportation, and a map of provider offices. ***Our provider directory also includes links to online scheduling systems if providers offer that capability so members can schedule appointments themselves!***
- **Web-based work-life services** that save employees time and money by helping them with personal life issues (e.g., child/elder care, education, parenting, special needs, etc.) that can otherwise distract them from work. Members have access to our online Work-Life Resource Center for webinars, live talks, audio, articles, and guides that offer insights and strategies focused on key life events and day-to-day challenges for parents and seniors.
- **Employee Discounts (online and mobile app)** where members can access exclusive savings on national products and services for entertainment, travel, family care, dining, groceries, electronics, etc.
- Comprehensive online **legal services and financial wellbeing tools, resources and education**, including state-specific legal forms, financial calculators, collaborative file sharing, financial knowledge center and video courses, as well as a legal library with articles on bankruptcy, consumer finance, landlord and tenant, personal property, divorce, pets, criminal law and more.



Let's Meet Nick...

- Depressed due to breakup with fiancée
- Views seeing a therapist as a weakness
- Missed a number of days at work
- Still unfocused even when at work

Actions

- Nick calls eMbrace Employee Assistance on a suggestion from his manager and is referred for virtual counseling
- He is also encouraged to check out online resources on the program's member website
- His resulting dashboard on member website recommends counseling and our Digital Emotional Wellbeing Solution, including Low Mood/Depression DCBT module

- He schedules a virtual therapy session during lunch break and finds it helpful so sets up another virtual session
- He finds DCBT helpful for recognizing and challenging his defeating, negative thoughts

Outcomes

- ✓ Nick finds more constructive ways to work through his tough time.
- ✓ He hasn't called in sick to work since starting virtual therapy and DCBT!



Let's Meet Ava...

- Up for promotion if passes a work-related certification course.
- Extremely stressed out as she's failed two times over the past two years.

Actions

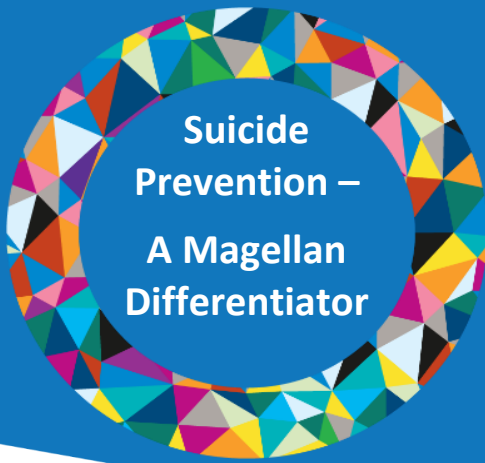
- Ava decides to see what resources are available to her online based on an eMbrace Employee Assistance brochure she received at her employer's health fair
- Her resulting dashboard on member website recommends coaching and our Emotional Wellbeing Solution, including the Anxiety DBCT module.

- The coach helps Ava devise a study plan with a goal committing to five hours of studying per week.
- The coach helps Ava get feedback from instructor on where she can improve and focus on the areas she struggled with in the past.
- The coach sends resources on managing test anxiety and effective study habits from accredited universities.
- Ava starts using Magellan's DCBT anxiety module to help manage her stress between working and studying.

Outcomes

- ✓ Ava passes her certification.
- ✓ Ava's excited about advancing her career and reaching her full potential.
- ✓ Ava's less stressed about her financial future!





Suicide Prevention – A Magellan Differentiator

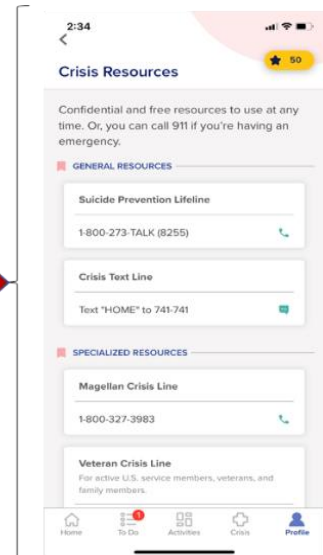
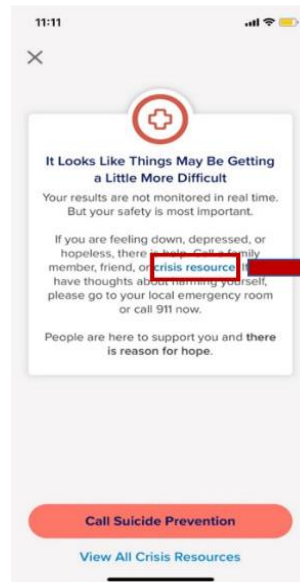
- Magellan is one of the only healthcare companies offering a program as an early alert system to identify individuals who are at risk of suicide and then link them to care!
- Suicide Prevention Solution Value:
 - ✓ reduced psychiatric and medical inpatient costs
 - ✓ referrals to resources and outpatient services
 - ✓ reduced Emergency Department visits

Suicide Prevention

At Magellan, we care deeply about addressing the public health crisis of suicide, understanding that drivers of poor mental health outcomes include prolonged exposure to increased stress, fear, worry, isolation, and loneliness. To meet that need, we've developed a **unique Suicide Prevention Solution** that provides proactive early interventions by using real time prevention and support through our Digital Emotional Wellbeing solution.

Features includes:

- Continuous population screenings and natural language processing (e.g., PHQ-9, journal entries, etc.) through our digital platforms to detect risk and immediately direct users to crisis resources
- Outreach and assessment by Magellan clinicians
- Safety planning and referrals to resources and outpatient services



This short 15-minute call really encouraged me and helped me to think I can keep going, and I wish people in our world did this with each other more.

– Magellan Member



Critical Incident Response

Magellan is uniquely positioned to offer critical incident response (CIR). When your clients' workplace is disrupted by a tragic event, their employees may feel overwhelmed, anxious, unsettled, and distracted. Our CIR team is here to support your employees with immediate and compassionate assistance, anytime—day or night.



- **Experience counts** – We respond to thousands of critical incidents annually with a dedicated response team available 24/7 and access to a network of **2,000 masters-level clinicians with crisis intervention training**. We have dedicated, master's-level clinicians that follow up on every request to address immediate and residual post-traumatic symptoms/behaviors and offer additional support.
- **Consultative and onsite support** – Our dedicated CIR team is available 24/7/365 to work with organizations to develop an initial assessment and service timeline. Our specialized provider network is at the ready when onsite intervention is appropriate. Our trained, compassionate providers help employee groups understand how to process their feelings, and when appropriate, recommend additional resources available through our program.
- **Clinical Follow-Up—Our level of clinical follow-up after the initial crisis sets us apart from our competitors.** Initial follow-up is provided within a few business days after onsite services to capture information about employee functioning and provide support. Follow-up is also provided about a month after the critical incident, in which employee functioning is monitored through reported observations about workplace performance to ensure all impacted individuals improve over time. For more severe events, follow-up is extended, and may include additional onsite services (training, employee referrals, etc.) to relieve residual emotional reactions to the traumatic event.
- **Satisfied customers** – We consistently earn high satisfaction rates from our clients; in **2023, 100 percent were satisfied overall with our CIR services; 98.3 percent agreed CIRs were provided in a timely manner; and 100 percent would contact the program again if CIR services were needed.**

Manager Support & Consultation



Always available to assist your clients' management teams as an invaluable resource, Magellan's team can act as part of client resources. When a management team has concerns, questions, or a need to make a referral for an employee, Magellan offers an expert team of trained professionals, available 24/7, who provide quick telephonic support and suite of resources tailored for busy supervisors and executives. A short preview of our Employee Assistance Manager Guide can be found at:

<https://www.magellanhealthcare.com/employers/mhc-eap-comms-samples/>

Magellan's Workplace Support consultants provide management consultations to guide managers and supervisors with addressing challenges that can arise in the workplace. We consult with managers on how to approach team dynamics or individual concerns including:



- Providing guidance on how to communicate performance issue to an employee
- Explaining approaches to offer staff assistance in a productive and appropriate manner
- Planning next steps on how to approach a referral and identify important actions to document
- Discussing options for dealing with a difficult situation.

Management & Mandatory/Regulatory Referrals

For employees exhibiting performance problems in the workplace, the management referral process can provide an effective way of securing timely and effective intervention. Such referrals typically pertain to employees who have documented unsatisfactory job performance clearly impacted by a personal problem, failed an employer-sponsored drug test, and voluntarily disclosed to an employer that they have a personal problem. Timely follow-up and feedback are crucial when partnering toward the goal of supporting an employee who is struggling with a personal concern that is impacting his or her job performance. For example, when a formal management referral takes place, a Workplace Support Consultant reports back to the referring manager whether the employee contacted the program and if the first appointment with the counselor was kept.

Workplace Support consultants also have expertise in Department of Transportation/Energy (DOT/DOE) regulations and other government regulations. Their knowledge and expertise in these areas help us not only to manage the employee and management clinical and risk issues, but also to ensure that everyone follows appropriate procedures for regulated referrals. For a mandatory referral, Magellan follows best practice models of specialized chemical dependency support, follow-up, and enhanced and ongoing training of consultants regarding specific disciplinary policies, drug-free workplace policies, and regulatory requirements. A special chemical dependency care coordinator (CDCC) follows all substance abuse cases (including “non-mandatory” referrals, but especially essential for “mandatory” referrals) for one year after the referral. The CDCC talks with the employee at least monthly to offer support; reinforce treatment gains; proactively identify and address any relapse signs; and consult regarding resources and recovery needs. *Counseling for mandatory/regulatory (e.g., DOT/DOE regulated) referrals are billed on a fee-for-service basis.*

Solutions for Children and Teenagers



Magellan offers a number of solutions that support children and adolescents:

- Children any age may receive **counseling** through our traditional, *brick and mortar* provider network (globally must be 8+).
- Children 10 and above may receive support through **telehealth** with Magellan’s telehealth provider network and Magellan Provider Services (MPS), a unique telebehavioral health entity that is staffed by licensed clinicians only serving Magellan clients.
- **Virtual therapy for teenagers** through BetterHelp’s specialized teen platform, Teen Counseling (www.teencounseling.com), which is an online/mobile platform that offers them access to licensed therapists (with parental consent) for mild to moderate behavioral health concerns, such as depression, anxiety, bullying, and other issues that teenagers commonly experience.
- **DCBT Anxiety Pediatric Modules** for children and teenagers (ages 6-17) are a future enhancement expected to release in early 2024. When tested with a small group of 20 teens, ongoing engagement/use of the tool and monitored outcomes over several months, showed positive outcomes!



Training and Seminars



Our in-house training department provides timely and relevant content to employees and managers on a variety of topics from developing healthy habits, mental health awareness, suicide prevention, back-to-school survival tips for parents, coping with anxiety, building resiliency, and more.

Each year we offer new live monthly webinars for employees and live quarterly webinars for managers. You can also choose trainings from our extensive course catalogue. **Training is available in a variety of formats including in-person, telephonic, and web-based options.** The following trainings are the most commonly requested (in addition to Employee Assistance Orientation Trainings):

- *Tackling Life's Challenges with Resilience and Grit*
- *Five Fast Fixes to Reduce Stress*
- *Navigating Change in the Workplace*
- *Managing Workplace Stress*
- *Using Emotional Intelligence for Workplace Success.*

Our recently developed *Helping Employees Cope with Change During the Pandemic* training has also been widely requested. Check out a preview of our Training Guide and Webinar Calendar at: <https://www.magellanhealthcare.com/employers/mhc-eap-comms-samples/>

Wellbeing: Digital Solutions, Wellbeing coaching, Seminars, & Network

As described throughout this proposal, much of the Magellan eMbrace Employee Assistance itself is focused on wellbeing. Our solution helps employees and their loved ones cope with today's myriad work-life challenges, ranging from wellbeing to emotional health and substance use to financial and legal issues to parenting concerns, stress, anxiety, and much more. Wellbeing services are offered by telephone, smartphone, in person, and/or online. Specifically, our eMbrace Employee Assistance offers your employees and managers a wealth of wellbeing-focused elements:

Digital Wellbeing Resources

Our eMbrace Employee Assistance member website features a full continuum of self-paced, interactive tools to address concerns ranging from wellbeing and personal development to workplace issues, parenting, and elder care concerns. Key features available on our member website include:



- **Digital Member Experience:** After completing a short onboarding, members receive personalized recommendations to improve their total wellbeing and guide them to our comprehensive set of programs and services such as clinically validated assessments, virtual therapy, digital emotional wellbeing (e.g., SAMHSA-validated DCBT modules), wellbeing activities, and coaching as appropriate. These personalized recommendations point members to our vast set of relevant solutions to lead them along their journey to improved wellbeing.



- **Digital Emotional Wellbeing app:** Our Digital Emotional Wellbeing app makes it easy for members to get help with the full spectrum of emotional health needs including SAMHSA-validated DCBT modules on anxiety, depression, addiction, insomnia, and chronic pain as well as other resources for meditation and mindfulness, resilience, loneliness, nutrition, fibromyalgia, and ADHD to name a few.
- **Learning On-Demand:** Members and supervisors can access short orientation videos as well as a large variety of webcasts, podcasts, and online training programs at their convenience covering a diverse range of mental health, wellbeing, and workplace topics.
- **Live Chat:** From anywhere on our member website, members can chat live with an Employee Assistance specialist to get benefit plan answers, find out about available services or where to locate wellbeing resources, and with a clinical specialist to get answers to many emotional wellbeing concerns, such as stress, family/life issues, and more.
- **Healthwise:** Healthwise is a health education content provider that offers up-to-date, evidence-based health education. Your employees will benefit from an extensive online health encyclopedia that features interactive tools, a comprehensive symptom checker, informative illustrations, and compelling videos to keep them engaged. Healthwise provides a wellbeing space for your employees and their families to locate consistent, relevant health information and tools that assist them in adopting healthy behaviors to manage their total wellbeing. Its content is also vetted by clinicians and NCQA certified. This aligns with Magellan’s core differentiators of having clinical excellence behind everything we do.
- **Learning Center:** Our Learning Center is filled with evidence-based health education content, including a health encyclopedia with interactive tools, a comprehensive symptom checker, informative illustrations, and compelling videos to keep them engaged. Employees and their families can find consistent, relevant health information and tools that assist them in adopting healthy behaviors to manage their total wellbeing.

Wellbeing Coaching

As stated before, our wellbeing coaches, who are Gallup® Clifton Strengths trained, partner with and support members with goal setting, creating action plans, decision making and behavior change. They help them stay on track as they tackle a variety of lifestyle changes such as not getting enough sleep, losing weight, improving their relationships, and more. Members meet regularly with the same coach by phone or video for typically 45 minutes. While wellbeing coaching is short-term, the duration varies by individual. Wellbeing coaches serve as guides, supports, and even cheerleaders as members set goals for themselves during the first session and make further progress in subsequent sessions. Members can also connect with our wellbeing coaching staff from our member website.

Wellbeing Seminars

Magellan offers more than 60 wellbeing training programs, with a curriculum that covers various topics, including emotional wellbeing, healthy living, home and family, leadership, and working well. We can provide these training seminars and information sessions as either on-site engagements or live webinars.

Seasoned Network

We have a vast and qualified **nationwide network of 163,200+ providers, which includes 36,500+ Magellan credentialed Employee Assistance providers**. Counselors are licensed, master's level professionals who specialize in various areas of emotional wellbeing to assist members with their unique needs and challenges. Members also have access to another **34,500+ virtual therapists** who provide counseling (via text, chat, video, phone).

Work-Life Services

In addition to our online work-life services, including Employee Discounts, offered via our member website, we also offer full work-life resource and referral services through a partnership with Care.com. Through our work-life program, members can connect with specialists who help them save time and money with life's most important needs from major life milestones to everyday responsibilities. Specialists give members precious time back in their days, so they show up at work focused and engaged for you.



- Members are matched quickly with **prescreened work-life resources with confirmed availability** using a proprietary database of millions of providers and discounts on everyday products and services.
- Specialists are always available in many areas including child and elder care, education, financial/legal issues, health, and everyday responsibilities. Service is accessible all day, every day—even on holidays—via phone or web.

Discounts

This valuable benefit makes everyday life a little more affordable – and a lot more fun – with national and local discounts from well-known brands. Our online discounts include savings on major purchases, travel, cell phones, childcare, groceries, and more.



Legal Services

Legal, identity theft and financial issues can cause employees to become stressed and distracted, particularly when they are unsure of where to turn. Personal matters can result in time off work and less productivity. Our professional convenience programs give your employees access to an extensive array of consultative services, tools, and education. When members need help with these types of issues, they can talk to an expert or research the matter using the extensive array of personal services and education:

- Free 60-minute consultation on the phone or in person per topic, per year
- Discounted fees for services needed beyond 60 minutes
- Document preparation discounts – wills, trusts, estate protection
- Online tools, education, and resources for debt, credit, real estate, marriage, divorce, trusts, and wills

Identity Theft Resolution

Magellan offers identity theft resolution to assist members at the inception of a fraud-related emergency. In the event of an identity theft or fraud-related event, our Fraud Resolution Program™ includes:

- Members receive a free 60-minute consultation with a Fraud Resolution Specialist™ (FRS) who listens
- FRSs assist members in conducting seven emergency response activities, challenging fraudulent accounts/debts, and guiding them on how to correct credit reports and restore credit
- Free ID Theft Emergency Response KitSM for victims of ID theft

Financial Wellbeing

As managing finances can be stressful, Magellan offers a financial wellbeing program that includes a multi-dimensional financial coaching and educational platform. Our financial wellbeing program is designed to serve different member characteristics, such as learning styles, demographics, socioeconomic backgrounds, locations, and work environments – all of which results in a less distracted, and more productive and healthier workforce. Program elements include:

- **Coaching**—A long term one-on-one coaching relationship (three 30-minute coaching sessions per topic) to provide unbiased guidance, education, encouragement, and accountability. Creating a sustainable plan encompassing members' values, priorities, and goals generates lasting behavior change and long-standing financial success. A self-pay option is also available if members exhaust their financial wellbeing benefits and want to continue with their coach.
- **Personalized Web site**—All members have access to their own personalized, private, secure, mobile-responsive Web site with a variety of features such as a comprehensive assessment and action plan; online money coaching scheduling; online self-directed learning with video courses and articles; financial knowledge center; online calculators; collaborative file sharing; etc.
- **Education**—Comprehensive educational resources in multi-media formats to address different learning styles. Two live, monthly financial webinars and onsite financial education across 32 different topics per year are also included for clients with 2,500+ employees (number of onsite hours based on client size).
- **Engagement**—Program promotion launch support, including targeted email campaigns, which help drive employee engagement.



Let's Meet Corinne...

- Recently separated from husband with two young kids and moved into parent's house
- Needs to find an apartment and new daycare
- Works remotely so mostly works late at night/early in morning when kids are asleep
- Feels lost and overwhelmed by her situation

Actions

- She calls eMbrace Employee Assistance as she feels disconnected and wants a human connection.
- Magellan provides a virtual therapy referral to give her more flexibility.
- Magellan connects her with a work-life specialist who helps her find a new daycare and relocation resources.
- Money coach helps her gain better budgeting skills and set goals to plan for her financial future.

Outcomes

- ✓ Before long, Corinne finds herself settling into a new life in a new apartment with her two boys.
- ✓ After she has a few sessions with her virtual counselor, she is developing new coping strategies and finding constructive ways to help her sons cope with their new situation.



Account Management

Our account management team is simply the best in the industry – receiving 100% satisfaction from our customers. With an average client retention rate of 89% over the last six years and multiple client relationships lasting over 20 years, our team is experienced, professional, and committed to ensuring the success of your program.

Implementation

Magellan is an implementation expert focused on ensuring a smooth transition for your clients. We have implemented on time with 100% client satisfaction for 14 years running and we consistently receive positive feedback:

“Magellan team members handled the entire implementation flawlessly.”

“It was one of the easiest transition/implementations we have ever had.”

Vendor Integration

We know the importance of helping our members no matter where they appear in the spectrum of health navigation services, medical plans, etc. This involves loading key external vendor contacts into our online customer management system so that our staff can seamlessly refer members to the most appropriate resources available to them, based on each member’s unique needs. Our goal is to ensure employees get the help they need, when they need it.

Reporting

We pack our employee assistance reports full of meaningful data that your clients can use to monitor utilization and predict future trends. Our reports include only non-identifying information about those who use our services. Examples of various data elements captured (e.g., utilization measures, client engagement, etc.) are detailed below.

eMbrace Employee Assistance Reporting Suite Features

Analytic Suite Feature	Description
Executive Highlights	<ul style="list-style-type: none">▪ # of Covered Participants▪ Engagement Rate▪ Top 3 Issues (current year, BOB, previous year)
Core Indicators	<ul style="list-style-type: none">▪ Total engagement▪ Engagement Trend▪ # Employee Assistance Registrations▪ # Counseling Cases (virtual and in-person)▪ # of Coaching Cases▪ # of Work-life Cases▪ # of Legal Cases▪ # of Financial Wellbeing Cases▪ # of Self Service Online▪ # of Management Consultations▪ # of Training Events and Participants



Analytic Suite Feature	Description
	<ul style="list-style-type: none"> ▪ # of CIRs and Participants
Reasons for Seeking Services	<ul style="list-style-type: none"> ▪ Top 6 Reasons for Participants Seeking Services ▪ Assessed Problem Percentage (Full List)
Ways Employees Learned About Program	<ul style="list-style-type: none"> ▪ Top 5 Referral Sources ▪ Referral Source Percentage (Full List)
Member Demographics	<ul style="list-style-type: none"> ▪ Member Category (employee, spouse, child) ▪ Age ▪ Gender
Program Drilldown	<ul style="list-style-type: none"> ▪ Registrations ▪ Confirmed Case Counts ▪ Cases Resolved In Employee Assistance
CIR	<ul style="list-style-type: none"> ▪ Top Five CIRs ▪ # of CIR Events ▪ # of CIR Participants ▪ # of CIR hours used
Training	<ul style="list-style-type: none"> ▪ Training Trend ▪ # of Trainings ▪ # of Participants ▪ # of Training hours used
Workplace Support	<ul style="list-style-type: none"> ▪ Case Resolution Rate ▪ Referral Type (mandatory, voluntary, consultation only) ▪ Referral Reason
Work-Life	<ul style="list-style-type: none"> ▪ Top Five Work-Life Concerns ▪ # of Work-Life Concerns (Full List)
Financial Wellbeing	<ul style="list-style-type: none"> ▪ Top Five Financial Concerns ▪ # of Financial Concerns (Full List)
Legal Services	<ul style="list-style-type: none"> ▪ Top Five Legal Concerns ▪ # of Legal Concerns (Full List)
Satisfaction	<ul style="list-style-type: none"> ▪ NPS score ▪ Overall satisfaction data



Member Engagement & Communication Package

Clients will have access to a robust suite of member communications to **educate, empower** and **engage** staff—both during the program launch and throughout the life of the contract—so they are well-informed about program services, tools and resources. During implementation, the account management team will work with your clients to gain a deep understanding of the organization’s culture, demographics, and communication channels. This information will then be used to recommend specific member communications to launch and sustain program momentum.

Member communications, which use destigmatizing language and tackle topics in a way that promotes accessibility and acceptance, are cobranded with your clients’ logo, program phone number and member website URL. The table below outlines our member communications package.

Member Communications Package

Communication	Description	Quantity & Frequency	Format
Educate - Core Communications			
Brochure	Employee Assistance overview with two detachable wallet cards. Cobranded with program phone number and website. Distribute hard copies in the workplace.	Three-panel brochure	120% of employees Printed and shipped to one location each year of the contract.
Flyer	Employee Assistance overview on a one-page flyer. Cobranded with program phone number and website. Include in staff emails and insert into new hire packages.	PDF	Once at implementation
Digital sign	Graphic sign featuring program highlights. Post on intranet, monitors and other internal channels.	PDF or JPG	Once at implementation
Poster	Letter-sized (8 ½” x 11”) featuring program highlights. Print and post in high traffic locations.	PDF	Two per year, per location.
Videos	Brief, animated videos <ul style="list-style-type: none"> ▪ Employee Overview ▪ Supervisor Overview 	YouTube and Vimeo links, MP4 files	Once at implementation

Communication	Description	Quantity & Frequency	Format
	Post on intranet, monitors and other internal channels.		
Health fair materials	Choose two flyers per fair for up to four fairs per year.	PDF	Print = 20% of expected fair attendance.
Empower – Promote Specific Services			
Flyers	One-page flyers describe individual program services such as Counseling, Coaching, Financial Wellbeing, etc.	PDF	Once at implementation
Tip sheets	Tip sheets provide education and practical tips for wellbeing topics such as resiliency, grief and traumatic events.	PDF	As needed
Digital signs	Graphic signs promote individual services and awareness months. Post on intranet, monitors and other internal channels.	PDF or JPG	As needed
Member portal	Centralized access to the benefits guide, provider search, clinically validated articles, mobile apps, videos, self-assessments and webinars.	Website	Ongoing
Engage			
Annual Editorial Calendar	<p>Magellan develops fresh, new content each year on timely and relevant topics with wellbeing education and practical tips to help staff get the most out of their daily lives.</p> <p>The editorial calendar includes monthly employee and quarterly manager themes, special campaign topics and live webinar titles, learning objectives and registration links.</p>	PDF	Annual
Employee Engagement Campaign	Themed newsletter, digital sign and poster. Includes promotion of live monthly webinar.	PDF	Monthly



Communication	Description	Quantity & Frequency	Format
Manager Engagement Campaign	Themed newsletter. Includes promotion of quarterly live webinar.	PDF	Quarterly
Awareness month campaigns	<p>Awareness and destigmatization campaigns (flyer, poster, digital sign, virtual background, activity) for the following awareness months:</p> <ul style="list-style-type: none"> ▪ April: Autism Acceptance Month ▪ May: Mental Health Month ▪ July: Black, Indigenous, and People of Color (BIPOC) Mental Health Awareness Month ▪ September: Suicide Prevention Awareness Month ▪ October: National Depression and Mental Health Awareness and Screening Month ▪ November: Holiday Emotional Wellbeing 	PDF	Six per year
Special Observances	Support for other topics such as National Cancer Prevention Month, LGBTQIA+ Pride Month, National Back to School Month and National Family Caregivers Month.	PDF	Six per year

You can preview our sample communications at <https://www.magellanhealthcare.com/employers/mhc-embrace-comms/>



Specialized Solutions

Magellan also offers a broad portfolio of specialized solutions that can complement eMbrace Employee Assistance. Specialized solutions that may be of interest to you are described below.

eMbrace Total Wellbeing

In collaboration with Gallup®, we developed **eMbrace Total Wellbeing**, a unique, wellbeing-focused solution. Total Wellbeing builds on our employee assistance services by maximizing employee engagement through our **exclusive Gallup® Wellbeing Survey and highly-personalized action plans** as well as our **Value Realization Guide**. Total Wellbeing is built to address every area of one's life, proactively assessing if they are *thriving, struggling, or suffering* across six essential wellbeing elements:



Emotional

You have resilience to respond to uncertainty.

Physical

You have health and energy to do the things you want to do.

Community

You like and feel safe where you live.

Social

You have meaningful relationships in your life.

Financial

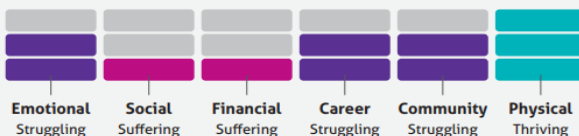
You manage your money well.

Career

You like what you do every day.

eMbrace Total Wellbeing Digital Experience

From our member website, employees will experience a personalized, guided, and interactive digital experience where they can take our **Gallup® Wellbeing Survey**. Based on their results, they will receive an overall wellbeing score and whether they are *thriving, struggling, or suffering* in each of the six elements of wellbeing above. Members will also receive a **personalized plan of recommendations** geared toward improving their total wellbeing. As one completes activities, new recommendations appear based on their journey, personalizing the experience just for them. Personalized plans include but are not limited to therapy with a licensed clinician, connection with a coach, as well as our Digital Emotional Wellbeing solution. If they need to find a provider, they're matched with one based on their needs and preferences, and a live person is just an online chat or phone call away.



Survey results feature the employee's total wellbeing score and indicate where the employee is suffering, struggling or thriving in each of the six elements of wellbeing.

Preview our eMbrace Total Wellbeing digital experience at: [eMbrace Demonstration - YouTube](#)

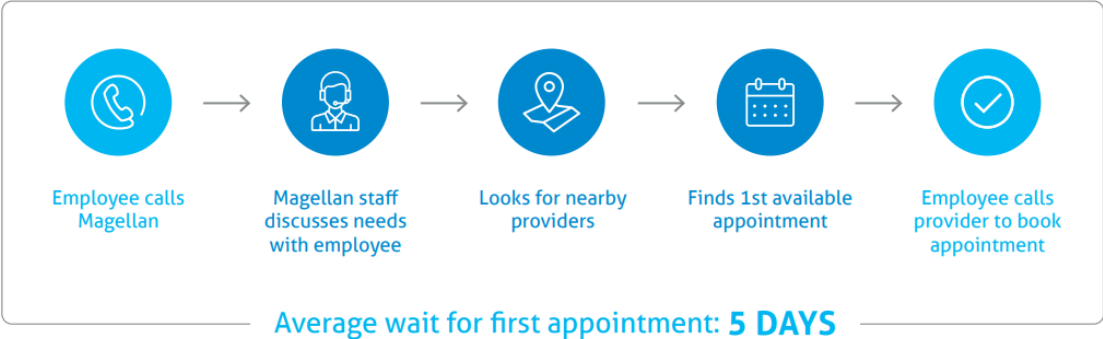


Value Realization Guide to Maximize Engagement

Our proprietary, award-winning multi-phase Value Realization Guide (VRG) also offers a customized path for creating a long-term culture shift of wellbeing that results in happier, healthier employees. The VRG is a set of proven practices and turnkey communications for leaders to drive active program participation and engagement. Check out our abridged VRG at: <https://www.magellanhealthcare.com/employers/mhc-embrace-comms/>

Appointment Assist

Magellan understands that finding timely appointments with therapists is an industry-wide issue. Reaching out to a counselor for help takes courage so once a member chooses to do so, the last thing they need is a challenge finding someone who can see them when and how they want to meet. One of the many ways we are addressing such access issues and improving our member experience is our *white glove* concierge service, known as **Appointment Assist**, where we do all the leg work, research, etc. to ensure members secure appointments in a timely fashion. With Appointment Assist, we locate one confirmed, open appointment with a suitable provider for ALL members calling into their program vs. offering members a list of network providers. After our team has identified a confirmed opening, the member simply schedules the appointment themselves with the provider. **In fact, when members use Appointment Assist, we’re typically able to get the member an appointment within five days on average!**



Our compassionate Appointment Assist representatives can make all the difference in your employees’ journey to emotional wellbeing at a time when they need help the most.

Breastfeeding Support

Breastfeeding Support provides breastfeeding mothers with the resources they need to successfully return to work. Program components include:

- 24/7/365 access, via telephone or web, to International Board-Certified lactation consultants who provide guidance to help mothers overcome breastfeeding challenges so they can successfully transition back to work while continuing to breastfeed
- Prescreened referrals to local lactation resources, including support/mother’s groups or referrals to lactation consultants who provide in-person services



-
- Free Breastfeeding support kit with breastfeeding products and information to help mother transition back to work
- Breast milk shipping via Milkship so mothers who are traveling for work can easily and safely store expressed breast milk and get it home (additional optional buy-up)

Breastfeeding Support can help organizations comply with breastfeeding laws and improve recruitment and retention of working mothers. It also helps saves employees time and money; reduces stress; and helps them transition back to work after having the baby while improving loyalty and productivity.

On-Demand Tutoring

Homework and remote learning can be a source of stress for families. Plus, private tutors and academic enrichment classes are expensive, difficult to schedule, and are not always available when students need help the most—when they encounter a specific homework problem. On-Demand Tutoring, connects students with professional tutors at no cost to them or their parents. Students can conveniently access On-Demand Tutoring from our member website where they can access the following features:

- On-Demand or Scheduled tutoring sessions: Thousands of tutors available for grades K-12 plus college, covering 150+ subjects in Math, Science, Social Studies, Languages, Writing, Test Prep, College Courses and more
- Drop-off reviews: Students can upload essays, reports, creative writing assignments, cover letters and resumes to be reviewed within 12 hours
- Self-study tools: Access the SkillCenter Library for videos, virtual lessons, study guides, practice tests and worksheets available for download

From the platform, students can also access the following features:

- Previous Session Archive: Recordings of students' previous sessions are available for replay and review, as well as full session transcripts that include all chat, audio, and whiteboard activity.
- Digital Locker: Students can store essays and documents and take a picture of their homework assignment and share it with their tutors through their digital locker.
- Favorite Tutors: Students have the option to tag their favorite tutors, allowing them to see the tutor's availability so they can reconnect for additional tutoring.
- Practice Quiz Results: Students and parents can review their progress towards mastery through their stored practice quiz results, which also show which questions were missed and provides the option to view related study resources or easily connect with a tutor for help understanding each problem.

On-Demand Tutoring saves your employees time, stress and money while promoting academic excellence.

Backup Care

Backup Care is a quality, vetted, subsidized solution to help employees cover those times when their regular, ongoing care is unavailable - which means fewer missed work days and increased productivity. Backup Care can help any employee, anywhere at any time and includes:

- Backup care for children, adults, pets, and self-care for employees who are recovering from an illness/injury.
- Access to a nationwide network of credentialed providers for a low co-pay.
- Flexible options that allow members to use any provider of their choice at any time, including the ability for families to out-of-network providers or their own go-to caregivers (friends, family or trusted sitters) and get reimbursed for the cost of care, less the co-pay, up to a daily limit.
- Backup Care website, accessible via any mobile device, featuring value-added content and tools, including our member discount platform.

Advanced Financial Wellbeing

Our advanced Financial Wellbeing program powered by My Secure Advantage (MSA) offers employees even more financial confidence to lower financial stressors given these challenging times, resulting in a less distracted, and more productive and healthier workforce. Program elements include:

- Unlimited coaching consultations with a money coach (available by phone, video or chat for 90, 180 or 365 days), including integration with the customer's existing employee benefits.
- Comprehensive assessment and action plan along with a free credit report.
- A financial aggregator that centralizes accounts into one secure budgeting tool. This allows members to gain visibility into accounts, investments, bills, cash flow and budgets that provides a clear financial picture by seeing all financial information in one place.
- Personalized website with credit and identity monitoring features; financial aggregator and online budgeting; online money coaching scheduling; video courses; articles; and calculators for every financial topic.
- Comprehensive educational resources with up to four onsite education days based on client size.

Advanced financial wellbeing blends unlimited 1:1 financial coaching with budgeting software and on-demand video courses to empower employees to take charge of their financial future.

Voluntary Legal Benefit

We recognize that during times of uncertainty, the need for sound legal counsel is heightened. That's why Magellan offers a voluntary legal benefit powered by Legal Shield. Our voluntary legal benefit 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 covers a variety of legal issues including family, home, financial, estate planning, and auto. Program components include:



- 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
- 100% in-network coverage guaranteed (no claim forms)
- Mobile app that allows members to work directly with their dedicated provider law firms and easily upload and prepare documents for fast legal review
- Coverage for the employee, their spouse/partner and more

This voluntary legal benefit that can be purchased by your employees during the annual enrollment period or an off-cycle offer.

ID Protect Pro and Premium

To provide even more resources for those dealing with ID theft, Magellan offers ID Protect Pro and ID Protect Premium. These programs reinvent the traditional ID theft monitoring model by offering with 1-to-1 Fraud Resolution Specialist (FRS) assistance coupled with monitoring and protection technologies to create a true 360 identity security experience anywhere, anytime. Program levels include:

- ID Protect Pro offers assisted ID restoration services whereby FRSs 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. Additional services include an emergency response kit, round the clock monitoring of a TransUnion® credit report for new credit requests, ID monitoring (Social Security Number, Dark Web, Credit/Debit card, Address Change, and more), as well as insurance and expense reimbursement (\$25,000).
- ID Protect Premium offers full ID restoration services whereby FRSs, through a Limited Power of Attorney, can help reduce many of the timely and costly steps required to professionally restore an identity (e.g., dispute letters, place security freezes, etc.). Additional services include an emergency response kit, round the clock monitoring of credit reports from the three major credit bureaus (Experian, TransUnion®, Equifax®) for new credit requests, ID monitoring (Social Security Number, Dark Web, Credit/Debit card, Address Change, and more), as well as insurance and expense reimbursement (\$1,000,000).

ID Protect Pro and Premium are voluntary benefits that can be purchased by your employees during the annual enrollment period or an off-cycle offer. Your organization can choose which program level works best for your workforce.

Global EAP Solution

Magellan partners with Workplace Options LLC (WPO) to provide global EAP services. WPO provides a common global platform of exceptional employee support services in more than 200 countries and territories. Global EAP capabilities include, but are not limited to:

- **24/7 live answer** via telephone, email, instant messaging, or SMS text; local language answer available in 70+ countries.
- **Access to master's-level clinicians** (or the local equivalent) for intake and assessment.



- **Unlimited in-the-moment support** to provide immediate intervention where possible, consisting of emotional support, reframing, guidance, information, and/or crisis containment to facilitate constructive help or resolution through a single call.
- **Structured counseling:** up to six sessions of structured counseling per employee/family member per issue per year; available modes of counseling: telephonic, face-to-face, or online.
- **Expansive network** of >83,000 affiliate counselors, wellness coaches, trauma professionals, and training facilitators worldwide.
- **iConnectYou:** our free smartphone app brings phone, instant message, video, and SMS text together in one convenient place, allowing users to access and actively engage with EAP services. The app is available in 12 language variants.
- **Virtual Group counseling:** An eight-session group counseling modality for participants with similar presenting issues, led by clinicians over the phone or secure conferencing platform.
- **In My Hands computerized cognitive behavioral therapy (cCBT),** including scheduled case manager follow-up and additional support as needed (available in English only).
- **Aware:** A six-session telephonic mindfulness-based stress reduction (MBSR) program with individualized coaching and resources to improve wellbeing, focus, and engagement.
- **Life Coaching:** Up to six sessions of telephonic coaching to help employees navigate life transitions and maximize personal and professional potential.
- **Work-life consultation and resource support** for topics including dependent care, household services, wellness services, and legal/financial resources.
- **ManagerAssist:** Specialist telephonic consultation for HR/managers.
- **BenefitCONNECT:** counselor training on all related company-sponsored benefit programs.
- **Award-winning website:** resources available in 27 languages and customization options.
- **Account management:** Designated global account manager serves as the single point of contact to ensure a successful launch and ongoing program management; additional support worldwide from regional account managers to ensure timely response across time zones.
- **Promotional materials:** Electronic flyers, posters, quarterly promotions in >70 languages.
- **Quarterly and annual reports:** Utilization data and trends.
- **Rapid Response Critical Incident:** on-site support following a traumatic event.
- **Trainings/Seminars (online or on-site):** experts facilitate sessions covering topics relevant to managers and employees.
- **Pathways:** Extended clinical intervention (up to one year) for participants who could benefit from longer-term support; clients purchase blocks of sessions for their employees.

iMclusion – Diversity, Equity, and Inclusion (DEI) Program

In an increasingly global world, employees need to be more cross-culturally competent.¹ An inclusive workforce ensures a work environment where employees of all backgrounds feel valued for who they are and what they bring to the organization.

DEI in the workplace goes beyond training, new policies and recruitment. Equitable employers create diverse and inclusive workplaces where employees share unique perspectives, respect one another's needs and reach their full potential without barriers.²

Given this, Magellan developed iMclusion, our buy-up DEI solution which features:

- **DEI Readiness Assessment** to measure a client's readiness to initiate, implement and maintain a successful DEI program
- **eLearning Modules and Facilitator-led Discussions** to facilitate efficient learning with maximum impact
- **DEI Council Establishment and Support** to drive cultural change and promote a healthy work environment

Diversity boosts engagement, innovation and financial results:

- Engaged employees deliver 57% more effort than uncommitted ones, and businesses with diverse teams tend to see greater engagement, innovation and productivity.³
- Companies with above-average diversity produced more revenue from innovation (45% of the total) than companies with below-average diversity (26%). This significant innovation-related advantage translated into overall better financial performance.⁴
- Companies ranking high in racial and ethnic diversity outperform their competition by 35%.⁵

While the commitment to begin an organization-wide DEI program must be intentional, the payoff is profound: a developmental strategy transforming your organizational culture and productivity. iMclusion, powered by deepSEE Consulting, is based on over 20 years of experience in DEI programming. iMclusion transforms workplaces using a no-blame, no-shame approach to developing inclusive and culturally competent organizations and individuals. Focusing on DEI is beneficial for an organization's bottom line because it delivers improved employee performance, retention and recruitment, increased innovation and a positive environment for employees and customers. Check out a brief video of iMclusion here: [iMclusion - Magellan Healthcare on Vimeo](#)

1. *Forbes.com*, 2. *SBU.edu*, 3. *ADP.com*, 4. *Forbes.com*, 5. *McKinsey.com*, 6. *Deloitte.com*

Onsite Counselors

Improve employee access to emotional wellbeing support with an onsite Magellan clinician available at your clients' locations part- or full-time.



The Magellan Difference

Employee Assistance for Today and Tomorrow

Our fresh approach to employee assistance experience means we are continuously innovating and improving to deliver value for our clients and the individuals we serve through our suite of eMbrace solutions. In fact, we have recently developed our own innovation lab called **MStudio** in Frisco, Texas. At MStudio, we are collaborating with our clients and communities to bring our top ideas to fruition. Recognizing that technology offers us new opportunities to better integrate behavioral and physical health to transform the patient experience, we are using a human-centered, whole-person design approach to rapidly prototype and deploy new clinically validated advancements in healthcare delivery. Our approach brings innovation to life through digital infrastructure, clinical expertise, and valuable partnerships. Check out MStudio: <https://www.magellanhealth.com/studio/>. We also invite you to visit [MagellanHealth.com](https://www.magellanhealth.com) to explore details about our company and mission.

For example, we know that today, access to care is a challenging industry wide. That's why **we grew our network by 24 percent in the last year!** Other approaches and innovative solutions that address access concerns include:

- We know there is a growing shortage of providers. That's why we have built **Magellan Provider Services (MPS)**, a telebehavioral health entity that is staffed by employed, licensed clinicians only serving Magellan clients. **More than half of appointments occur within seven days, with same-day appointments available in some circumstances.** MPS has been rolled out in **15 states** for employers and is expanding into other states based on market demand. See if MPS is available in your area!
- Additionally, we're developing a **Prompt Care Network (PCN)** of distinguished providers who are incentivized to work directly with Magellan members and are specifically contracted to offer fast access to high quality, in-person appointments. Our PCN network, which includes a variety of specialty clinicians, must also exhibit an ongoing commitment to diversity and inclusion. Through this network, **we offer access to initial appointments within 3 business days.** Key markets for development are identified based on client need and evolving population concentrations. **We currently have 688 PCN providers across 42 states!** See if PCN is available in your area!
- In collaboration with Gallup®, we have developed our **eMbrace Total Wellbeing** solution, which is a stepped approach to high-quality care that offers a personalized action plan to those who are suffering, struggling, and thriving based on how the member responds to our Gallup® Wellbeing Survey.

At Magellan, we understand your clients are not just purchasing a product. They're choosing a partner. Our business is built on long term relationships; we collaboratively build solutions, measure outcomes and learn from organizations that choose to partner with us. We welcome the opportunity to discuss the vast components of our mental health solutions with you.

Now is the best time to be with Magellan – join us and we'll help your clients be successful.

