

Your Program: Benefits to Help you
Lead a Thriving Life

Magellan
HEALTHCARESM

Objectives

Identify the components of your program.

Explain how to access a variety of resources, tools and services.

Describe what to expect when contacting your program.

Your program



Available 24/7/365

Your program offers a variety of no cost, confidential resources, tools and services.

There are times when a little help can go a long way.

- **Self-care programs**
- **Lifestyle coaching**
- **Counseling**
- **Life enrichment services:**
 - Work-Life Web Services
 - Employee Discounts
 - Member website
 - Financial Wellness
 - Legal Services
 - ID Theft Resolution

How your services can help you

Our mission is to help you successfully navigate through the ups and downs of life.

- *I felt like giving up. I felt like going to a hospital and telling them I wanted to take my life. But then I called Magellan. **I'm calling because I want to say thank you.***
- *It's a relief to talk to somebody who has no connection with my office and is not going to come back and bite me. **Thank you for being there.***
- *She was awesome, she helped me out, help me understand the EAP program. She was very patient with me and gave me a bunch of options that I didn't know I had. **She was very kind and very nice***

How to contact your program

24 hours a day/7 days a week

Call your program's
toll-free number
or

Log on to your member
website



Self-care programs

Digital well-being for full spectrum emotional health



Digital emotional wellness tools to build resiliency, manage stress, improve mood, sleep better or simply find daily inspiration.

- Interactive, self-paced programs matched to your preferences
- Self-monitoring to track mood, sleep, stress and goals
- In-the-moment tools for coping with daily situations
- Over 30 life themes to help individuals live their best lives

Lifestyle coaching

Helping members reach their goals every day



Certified coaches motivate members to plan and achieve their goals.

- You define the change you want to make, personal or professional.
- Coaches help you clarify goals, identify obstacles and develop action plans to achieve results.

“I was fortunate to benefit from her coaching during a recent life transition. She was instrumental in bringing clarity to my situation and helped me find great peace where I could not find it before.”

Counseling

Licensed professionals provide the support you need



Confidential service provided at no cost.

Counselors can help with anxiety, grief, depression, relationships and more.

They are available:

- In-person
- By text message
- Live chat
- Phone
- Video

Life enrichment

Services for every generation and life stage

Work-life web services

Parenting and childcare | Aging and elder care

Life events: new baby, special needs, pet ownership, marriage, divorce, money management, etc.

Employee discounts

Money-saving offers

National and local brands

Member website

Centralizes access to program services and hundreds of life and health educational resources.

Life enrichment

Services for every generation and life stage

Financial Wellness

Meet with a Money Coach

Develop a plan

Take action

Legal Services

Legal advice

Document preparation discounts

Online resource center

ID Theft Resolution

Fraud Resolution Specialist™

ID Theft Emergency Response Kit

DESTINY | 37 YEARS OLD | FOOD SERVER

Public-facing, essential worker. Working long hours and is concerned about her emotional wellbeing. Carrying stress into her home life and sleeping poorly.

Intervention

- CALLS THE TOLL-FREE NUMBER
- CLINICIAN COMPLETES INTAKE ASSESSMENT
- Clinician validates Destiny's stress and provides in-the-moment support including stress management and coping skills
- Educates her on self-care programs for sleep
- Suggests coaching services

Outcome

- DESTINY ACCESSES SELF-CARE PROGRAMS AND ENGAGES IN ON DEMAND LEARNING
- Destiny customizes a digital sleep program, and it teaches her how to create a sleep schedule
- Reads articles and views webinars to learn about caring for her health and wellness
- Health coach helps Destiny to identify goals and take action

Resilience

- Experiences improved sleep and reduced stress at home and at work
- Feels confident about her ability to complete her work
- Continues to practice the coping skills and strategies she's learned
- Is reinvigorated at work and appreciates the support she received

TOM | 35 YEARS OLD | WAREHOUSE WORKER

Works third shift in a warehouse. His wife is a stay-at-home mom to their triplet newborns. Interested in buying his first home but is stressed about his finances and saving for his children's future.

Intervention

USES LIVE CHAT, THEN CALLS THE EAP CLINICIAN COMPLETES INTAKE ASSESSMENT

- Clinician listens to Tom
- and provides in-the-moment support
- including stress management skills and reference to the member website
- Educates Tom on legal/financial resources

Outcome

TOM ACCESSES LEGAL/FINANCIAL, MANAGER SUPPORT, MEMBER WEBSITE

Financial expert guides Tom to make a budget to save for a down payment and long-term

- Saves articles and videos from the member website for future reference about stress, mindfulness and relationships

Resilience

- Feels relieved to have a financial plan and timeline in place for buying a home
- Appreciates the member website as a resource and uses it regularly
- Is reinvigorated at work and appreciates the support he received

SABRINA | 29 YEARS OLD | ACCOUNTANT

Works from home. Stressed about student loan debt and isolation. Recently lost her sister due to a long-term illness and gained custody of her sister's two dogs. Has a history of depression and has tried counseling in the past but couldn't prioritize the in-person visits.

Intervention

CALLS THE TOLL-FREE NUMBER
CLINICIAN COMPLETES INTAKE ASSESSMENT

- Provides compassionate, caring support
- Talks to her about help available for feelings of depression and isolation
- Educates her on resources available for her new pets and with fostering virtual relationships
- Suggests legal/financial for debt consolidation

Outcome

SABRINA ACCESSES VIRTUAL THERAPY, WORK-LIFE, LEGAL/FINANCIAL

- Virtual therapy allows Sabrina to message with a therapist at her convenience
- Sabrina learns how to cope with depression and nurture her relationships with others
- Work-life connects Sabrina to a dog walker, vet and discounts on supplies
- Plan underway, with financial guidance, to pay down loans

Resilience

- Feels good about the virtual therapy progress and prioritizing her mental health
- Is optimistic about her new role as a dog owner and the opportunity to connect with other "dog parents"
- Has peace of mind now that she knows her loan payoff date is within reach
- Is reinvigorated at work and appreciates the support she received

Your Program

Call toll-free or visit us on the web

24 hours a day/7 days a week

Thank you!

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