



Frequently Asked Questions

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Introduction

We are pleased to announce that we are executing on our digital transformation strategy by providing your organization with a new member website, Member.MagellanHealthcare.com (MMHC). We used human-centered design principles to view our digital experience through your employees' eyes. We invested in journey mapping, usability, guided navigation and personalized recommendations to build a member website like no other. We look forward to working with you to drive participation and engagement on MMHC and to help your employees build thriving lives and resilient minds.

FAQs

MEMBER WEBSITE DESCRIPTION

Q: What are the key features of the new member website?

A:

- **Personalized experience**—Your employees will be asked a few questions about how they are doing. This information is confidential and used to create their personal experience.
- **Member dashboard**—Your employees' answers to the questions will inform which content is presented to them, including links to services, articles, upcoming webinars and trending news.
- **Categories for Life, Mind and Body**—Your employees can peruse the site to find information and benefits for a variety of needs including family, finances, legal, mental and physical wellbeing.
- **Find care**—Enhanced matching and quick-find capabilities will help your employees find the right provider for your needs.
- **Live chat**—Direct support to help your employees find what they are looking for.

Q: How can employees access benefits and services?

A: Employees will need to be logged into the member website/portal to access all information and benefits. They can find everything they need through the three (3) choices along the top menu: Life, Mind and Body. Please encourage your employees to explore the new member website/portal and get acquainted with everything that's offered.

HOW TO PREPARE FOR THE MOVE

Q: What does our organization need to do to prepare for the launch?

A: Key areas to address:

- Review the materials Magellan will provide and develop a communication plan.
- Identify internal resources in which your program URL needs to be updated to Member.MagellanHealthcare.com, i.e., intranet and benefits portals, benefits booklets, etc.
- Notify vendor partners about new website launch.
- Work with your Magellan account manager to obtain new member materials with the updated web address.

Q: What will Magellan provide to help us communicate this change?

A: Magellan will provide:

- Coming soon materials:
 - One-month-out announcement employee email
 - One-month-out digital sign and poster
 - One-week-out reminder employee email
- Launch materials:
 - Go-live announcement employee email
 - Go-live digital sign and poster
 - Employee FAQs and job aids for registering and logging in
 - Content to update internal communications (websites, benefit books, etc.)
 - Post-go-live reminder employee email

Q: Will we get a direct link/single sign-on from our company's intranet to our specific instance of the new site?

A: We will address connectivity questions after the launch.

Q: How do we get updated member materials with the new website?

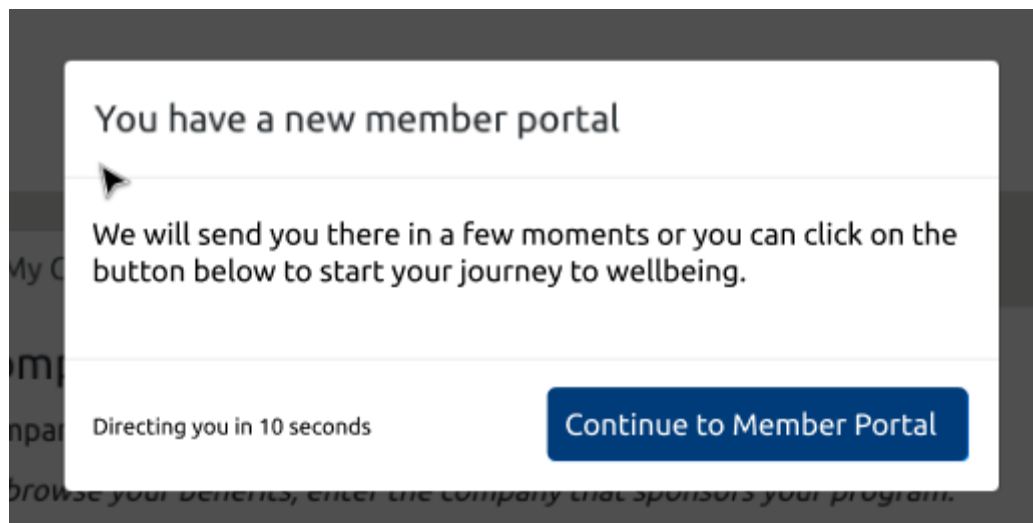
A: New member materials updated with Member.MagellanHealthcare.com will be available two weeks before the launch. These include:

- Member brochure and flyer
- Program flyers and digital signage for benefits such as Lifestyle Coaching, Counseling, Digital Emotional Wellbeing, etc.

TECHNICAL INFORMATION

Q: What happens when an employee visits the old website MagellanAscend.com?

A: When your employees try to sign on or use "Find my Company," they will see the redirect message below. The old website will not be turned off; however, your employees will not be able to access it. The redirect message will remain until further notice.



Q: Do all employees need to register for a new account on the new website/portal?

A: If employees have an account on the old member website/portal MagellanAscend.com, they can use the same email and password on the new website/portal Member.MagellanHealthcare.com. They do not need to register for a new account. They just need to click on the "Sign In" button and proceed. Please ensure you provide your employees with the FAQs and job aids so that they can follow the detailed instructions and find information on how to reset their passwords

If employees do not have an account on the old member website/portal, they will need to register for a new account by clicking on the "Sign Up" button.

Q: Can employees use personal email addresses to register for an account on the member website?

A: Yes.

Q: Do employees need to log in to access all services?

A: Employees can search for a provider without logging in, but to access all services and information, they will need to have an account and sign in. Having an account also allows the member dashboard to populate with events, services and resources that pertain to their needs.

Q: What browser should our employees use to access the new member website/portal?

A: The new member website/portal is compatible with modern browsers that meet web compatibility standards. We suggest you use Google Chrome, Mozilla Firefox or Apple Safari.

Q: Is there an app for the new member website/portal?

A: No; the member website/portal is built with responsive technology to accurately render across different devices and operating systems. That said, program services include the following apps:

- For Digital Emotional Wellbeing: NeuroFlow
- For Virtual Therapy: BetterHelp
- For Discounts: LifeMart

Q: Where do members go if they need help?

A: There are several ways to get assistance by visiting Member.MagellanHealthcare.com:

- Click on the “How can we help you today?” button on the right side of every web page to message a member services representative.
- Click on the “Contact Us” link at the bottom of every web page for additional ways to get help.