Magellan Healthcare COVID-19 response for Employee Assistance Program clients

Magellan Healthcare understands the impact that the novel coronavirus (COVID-19) outbreak has on our clients and members. Information is being updated regularly. Below is a summary of clients and member communications and resources.

Client communications

- April 1, 2020 information about telehealth for behavioral health services (telehealth expansion)
- March 10, 2020 notice to all Magellan Healthcare clients
- March 2, 2020 notice to commercial behavioral health, specialty and employee assistance program (EAP) clients
- Magellan Healthcare's COVID-19 response page is the central resource for client-facing information

Member communications

The member website, MagellanAscend.com, is the central resource for COVID-19 information for members and it is being updated frequently.

- The **Information for COVID-19 article** on the homepage, in the What's Trending section, includes links to tip sheets and webinars on a variety of emotional and financial wellness topics including, but not limited to, the following list:
    - Tips for Members: How to Manage Anxiety and How you React to the Situation
    - 10 Pandemic Coping Tips for Adults
    - Coping with Isolation During COVID-19
    - Financial Resilience During the COVID-19 Pandemic
    - Webinar: Managing Anxiety and Worry in Uncertain Times
    - Webinar: How to Build Resilience and Adaptive Skills During the Pandemic
    - Webinar: Financial Best Practices in Uncertain Times
- Members can visit the Learning Center to find articles, videos and webinars on a variety of emotional and physical health and wellness topics.
- The Work-Life Services website that includes a special section for COVID-19 with information on child and elder care, learning resources for children, tips for working remotely, financial wellness and more.
- Members can access Digital Cognitive Behavioral Therapy apps:
    - FearFighter® for anxiety, panic and phobia
    - RESTORE® for sleep difficulty and insomnia
    - MoodCalmer® for depression