

## FREQUENTLY ASKED QUESTIONS

# About Your Program



### What services are available through my Magellan program and how do I access them?

Your program offers solution-focused help and resources for all types of life issues and is available 24 hours a day, seven days a week online at [MagellanHealth.com/member](http://MagellanHealth.com/member) or by telephone through your program's toll-free number.

Your program also includes a comprehensive online resource library of articles, screening and self-assessment tools, tip sheets, calculators, resource guides, on-demand learning and personalized improvement plans.

### Is there a cost for using my Magellan program?

No. Your Magellan program is a prepaid service offered by your employer or organization.

### Who can use the services offered through my Magellan program?

Services are available to you and, depending on your program, to your eligible dependents or your household members.

### What kind of issues can my Magellan program help me with?

Your Magellan program can help you deal with any number of issues, big or small—from parenting or relationship issues, to personal improvement, work issues, stress, depression and healthy living. Your Magellan program is designed to help you manage whatever is happening in your life.

### Does my Magellan program include counseling?

Yes. If you would like to see a counselor, you may choose one from our online directory at

[MagellanHealth.com/member](http://MagellanHealth.com/member). Simply log on using your toll-free number to locate a counselor in your area.

If you prefer, or if your program does not allow you to select a provider online, you may call your program's toll free number to talk to a counselor or to get a referral to a counselor in your area. Any information you share with your counselor or Magellan is confidential except as required or permitted by law.\*

*\*For example, Magellan is required by law to report to authorities when an individual is a threat to themselves or others or when child, and in some states, elder abuse is suspected.*

### How many counseling sessions do I have?

You and your family have up to 4 counseling sessions.

### What if my counselor and I decide I need additional help?

If you need assistance beyond the scope of what your Magellan program provides, you may be referred to other resources such as your health benefits or community resources.

## Employee Assistance Program For Professional Consultation

**Call 1-800-523-5668**

For TTY Users: 1-800-882-7610

[www.MagellanHealth.com/member](http://www.MagellanHealth.com/member)

This document is not intended to be a comprehensive program description. For more specific details regarding your Magellan program coverage, contact your Human Resources representative.

#### **Additional information for California residents:**

Your services are delivered by a Magellan subsidiary: Magellan Health Services of California—Employer Services and Human Affairs International of California. **Important:** Can you read this? If not, we can have somebody help you read it. For free help, please call your toll-free number. **Importante:** ¿Puede leer esta carta? Si no, alguien le puede ayudar a leerla. Además, es posible que reciba esta carta escrita en Español. Para obtener ayuda gratuita, llame a su numero gratuito.

## Your Magellan Program also offers:

### **Child and Elder Care Services**

Through your program's toll-free number, you have access to:

- A trained child and elder care program consultant.
- Listings of providers and resources in your area.
- Immediate clinical support if necessary.
- Child and elder care referral and information on [MagellanHealth.com/member](http://MagellanHealth.com/member).

