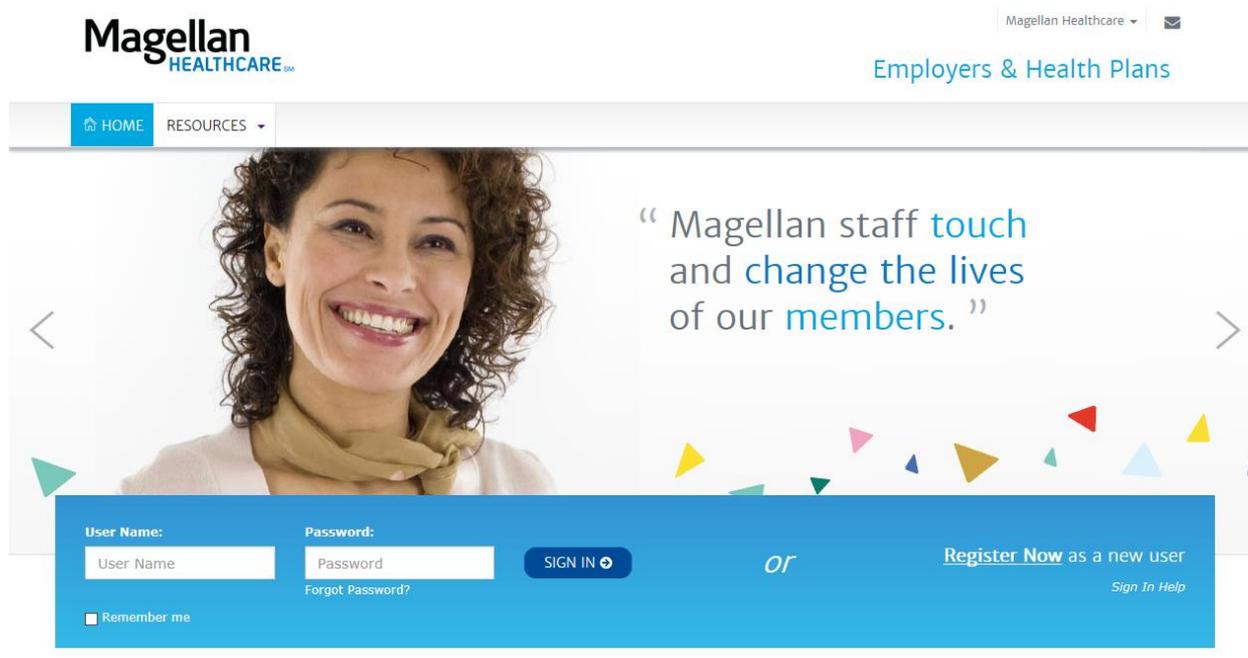




*Accessing Your Company EAP Utilization Report -
Online Data Dashboard
for Employers*



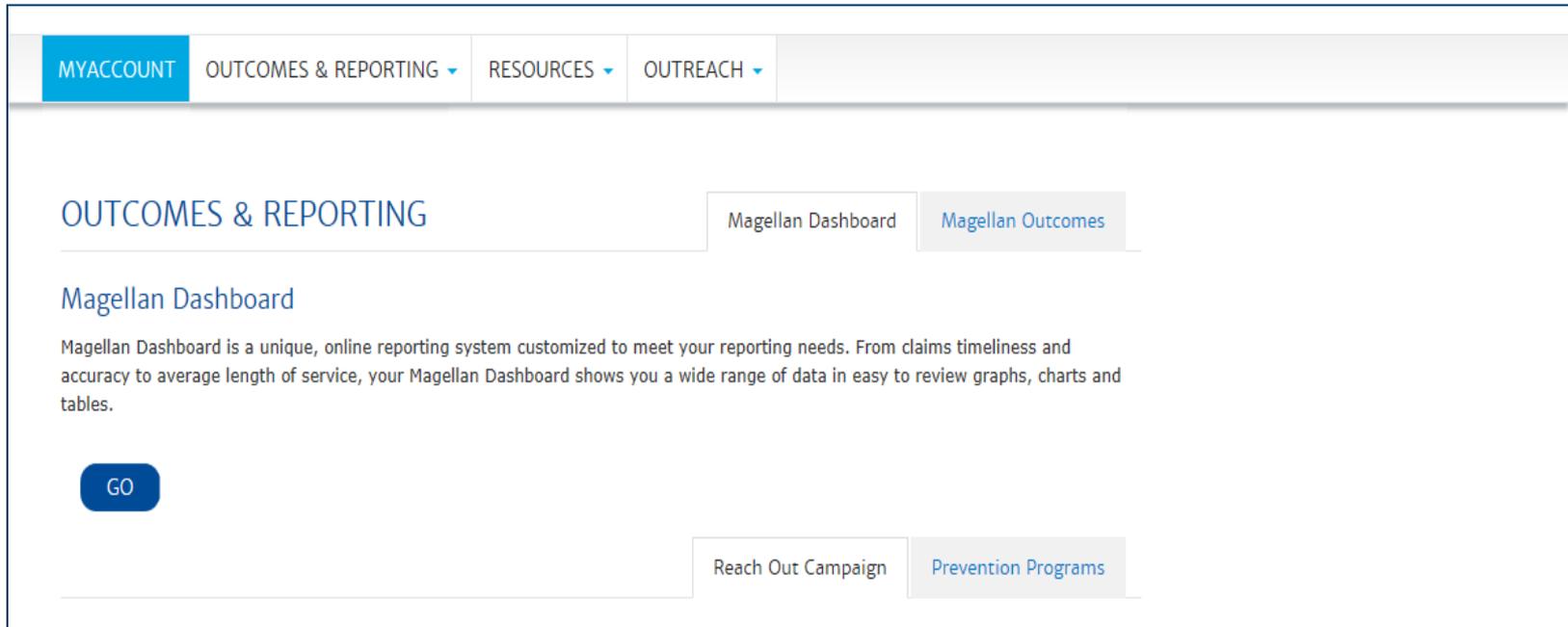
Getting Started on the Dashboard



Visit the Magellan EAP Customer site at www.magellanhealth.com/customer

- *If previously registered* – then log into the site using the username and password that you, as your organization’s EAP liaison, previously used to register.
- *If you have not previously registered*–go to Magellan’s EAP customer website (noted above) and click on Register Now. Then..
 1. Follow the onscreen instructions to register, *noting your user name for future use*.
 2. **IMPORTANT! Email your chosen site user name and email address (but no passwords please) to your Magellan EAP Account Manager for dashboard access set-up. System activation takes up to 48 hours.**

After You Log-In



The screenshot shows the top navigation bar of the Magellan Healthcare dashboard. The navigation bar includes the following items: MYACCOUNT, OUTCOMES & REPORTING (with a dropdown arrow), RESOURCES (with a dropdown arrow), and OUTREACH (with a dropdown arrow). Below the navigation bar, the 'OUTCOMES & REPORTING' section is active. It features a sub-menu with 'Magellan Dashboard' and 'Magellan Outcomes'. The 'Magellan Dashboard' option is highlighted. Below this, there is a description of the Magellan Dashboard and a blue 'GO' button. At the bottom of the section, there are two more options: 'Reach Out Campaign' and 'Prevention Programs', with 'Prevention Programs' highlighted.

Click on **GO** under OUTCOMES & REPORTING, Magellan Dashboard.

Reporting Welcome Page

The screenshot shows a web browser window displaying the 'Enterprise Reporting' section of the 'EAP Customer Dashboard'. The browser's address bar shows 'Enterprise Reporting' and 'My Folders'. The page title is 'EAP Customer Dashboard'. The main content area is titled 'HTML Viewer' and contains a 'Customer Prompt and Data Summary' tab and a 'Glossary' tab. The 'Customer Prompt and Data Summary' tab is active, showing the Magellan Health logo and the text: 'Please click on your selection to highlight, then click Finish to run the report.' Below this is a 'Customer Selection' box containing a large empty rectangular area with the text 'Company Name' in red. To the right of this box, the text 'Employee Assistance Program' is visible. At the bottom left of the 'Customer Selection' box is a 'Finish' button. The browser's toolbar includes options like 'Keep this version', 'Add this report', and various navigation icons.

Highlight your company name, click **Finish** and your report will run.

Your **Data Summary** will appear on this page.

Data Summary

HTML Viewer

Keep this version | Add this report

Customer Prompt and Data Summary | Outcomes | Utilization | Workplace Support | Demographics and Special Services | Utilization by Division: Counseling and Consultations | Glossary



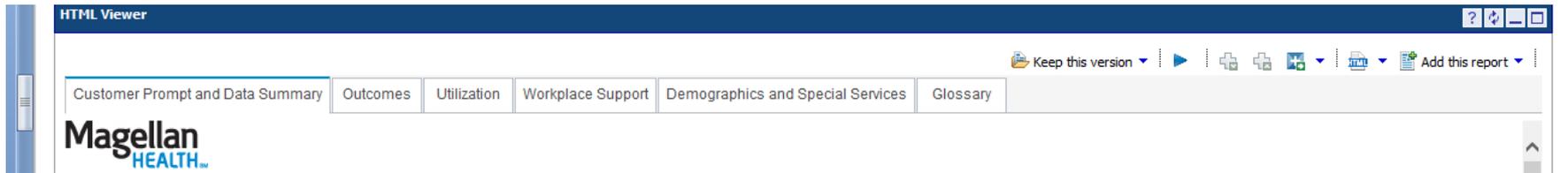
Data Summary

	2015			2014			2013		
	Total	Annualized*	%	Total	Annualized*	%	Total	Annualized*	%
Overall Utilization	8,138	101.1	10.1%	13,088	88.7	8.9%	10,015	74.0	7.4%
Utilization									
Counseling and Consultation Cases	3,102	38.5	3.9%	5,448	36.9	3.7%	4,102	30.3	3.0%
EAP Counseling Cases	2,272	28.2	2.8%	4,094	27.7	2.8%	2,873	21.2	2.1%
TEAP Counseling Cases	12	0.1	0.0%	16	0.1	0.0%			
Training Participants				19	0.1	0.0%	119	0.9	0.1%
MagellanHealth.com Online User Sessions	4,394	54.6	5.5%	7,069	47.9	4.8%	5,112	37.7	3.8%
Service Activity									
Legal/Financial Services	274	3.4	0.3%	666	4.5	0.5%	591	4.4	0.4%
Work Life Service Requests	474	5.9	0.6%	732	5.0	0.5%	592	4.4	0.4%

Unique User Summary

EE Count	2015		EE Count	2014		EE Count	2013	
	Unique Users	%		Unique Users	%		Unique Users	%
162,388	2,000	2.5%	147,564	3,355	2.3%	135,422	2,994	2.2%

Tabs



Outcomes

Results of returned satisfaction surveys

Utilization Data

How many times specific EAP services were accessed and your account compared against the Magellan Book of Business (BOB) when available

Workplace Support

Open counseling cases with the initial contact via management consultation or mandatory referral

Demographics* and Special Services

Age, client category, information source; enrollees in wellness sessions, work life requests and work life provider searches (if applicable). **demographics suppressed if <250 employees to protect confidentiality of users.*

Glossary

Terms used in the report

Alternate Views of Data

* Summary
 Detail
 Crosstab

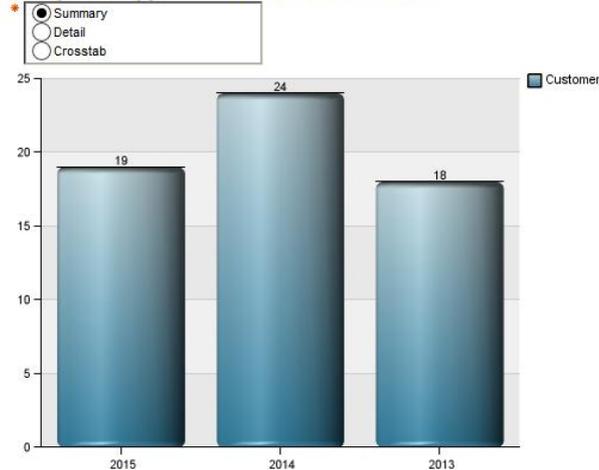
The **Outcomes, Utilization, Workplace Support** and **Demographics/Special Services** tabs all allow you to view your data as:

Summary – overall results at a high level

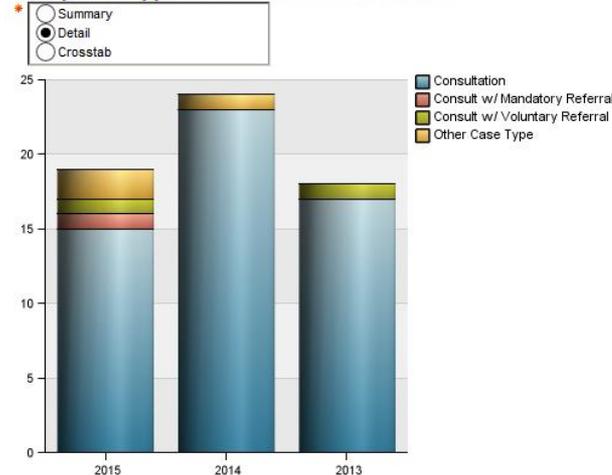
Detail – program results in a small amount of detail

Crosstab – specific results broken out in detail

Workplace Support Consultations and Referrals



Workplace Support Consultations and Referrals



Workplace Support Consultations and Referrals

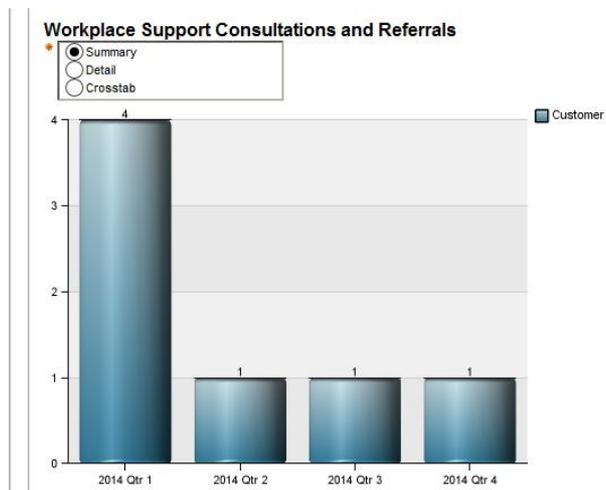
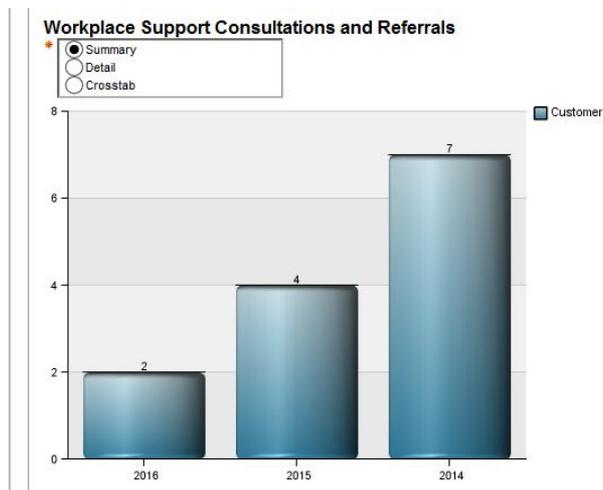
* Summary
 Detail
 Crosstab

	2015	2014	2013
	Cases	Cases	Cases
Total WPS Case Type	19	24	18
Consultation	15	23	17
Consult w/ Mandatory Referral	1		
Consult w/ Voluntary Referral	1		1
Other Case Type	2	1	

Viewing Content Drill Down / Drill Up

Click on the chart to drill down. The **Drill Down** function provides the option to view data by year, quarter or month.

Right click on the chart and select the **Drill Up** function to drill back up.



In the example above, the chart on the right shows the sample year broken down by quarters.

Save and Print Your Report – On Demand!



Click on the **HTML** icon. Choose either PDF or Excel options. You are asked if you want to Open, Save or Save As. You can save to your desktop at this time, print and email.

You can also click on **Keep this version**, then **Email Report**.

Return to HTML to view the report on the dashboard as desired.

Thanks

Contact your account manager with questions.

