

Thriving together to realize value

Intentionally investing in wellbeing at work is the next strategic imperative for leaders. Those who invest to ensure their employees experience a thriving life, resilient mind and engaging work will be the clear winners by turning the great resignation into the great retention for existing employees. They will also become the great attraction for those looking for purposeful change in their careers.

History has taught us all an essential lesson. Employee Assistance Programs (EAPs) must be reimaged and reinvented to move from a problem-solving solution that engages treatment-seekers (4% of employees) to an enterprise growth platform engaging 100% of employees. In partnership with Gallup®, Magellan Healthcare's eMbrace is uniquely responding to today's crises.

eMbrace provides a Value Realization Guide (VRG), a set of proven practices for leaders to drive active participation and engagement. Through the VRG, eMbrace is backed by an industry-first set of partnership performance guarantees (PPGs).

Value Realization Guide

The VRG is a multi-phase program that infuses wellbeing into your organization's DNA. Its checks and balances engagement model spans from the CEO to the newest hire and builds individual and organizational thriving. When your employees know you truly care about their overall wellbeing, they are more engaged, work smarter, produce better results and stay longer.

The VRG outlines how to drive enterprise-wide adoption of eMbrace. We engage your leaders and managers in the eMbrace wellbeing exercises before introducing them to the entire employee base. By going first, those who lead others experience the impact of eMbrace's focus on wellbeing. Leaders are then able to be authentic coaches for their staff.

Partnership Performance Guarantees

The PPGs are our product guarantees. We believe so strongly in this approach that we're putting 33% of our fees at risk, based on four key performance indicators (KPIs): participation, engagement, experience and wellbeing. Each of the four KPIs have specific thresholds we will meet or exceed. Should we fall short, our fees not earned are paid out or carried forward to the next year.

Partnership guarantees for eMbrace

33% of Total Fees at Risk

KPI Name	Duration	Target	Method		% of total fees at risk
Survey	Annual	30%	# of Employees completing Survey	÷ # of Employees with eMbrace benefit	\$0.83 (33%)
Engagement	Annual	15%	# of Employees completing 1 activity after Survey	÷ # of Employees with eMbrace benefit	\$0.83 (33%)
Experience	Annual	80%	# of Employees with positive experience	÷ # of Survey respondents	\$0.43 (17%)
Change in Wellbeing	Annual	Positive Change	Year 2 score	– Year 1 score	\$0.43 (17%)

For illustration purposes: Fees at risk are \$2.50 (33%) based on PEPM of \$7.50. Fees at risk divided 33%/33%/17%/17% respectively for the 4 KPIs. Corridors determine fees paid back to client after the yearly anniversary OR carried forward into the next year as a discount to PEPM.

Magellan Healthcare is firmly committed to helping individuals and organizations thrive. The road from 4% to 40% engagement is one we look forward to taking together with you.



Ready to talk to someone about transforming your employee experience?
 Visit MagellanHealthcare.com/eMbrace or email MHCinfo@MagellanHealth.com.