

# Frequently Asked Questions

For clients

V1, June 20, 2022

## Introduction

eMbrace is a total wellbeing program that empowers individuals with a personalized plan that guides them to services, tools and resources to help them build thriving lives. At Magellan Healthcare, we take a whole-person approach to wellbeing because we recognize that what makes life worthwhile is a combination of having:

- A healthy, resilient mind
- An appreciation for what we do each day
- Positive relationships
- Financial security
- Physical health
- Safe, vibrant communities

Most importantly, we understand that how these six elements work together help individuals live their ideal lives.

## FAQs

### GENERAL INFORMATION

**Q: Who is eligible to use the eMbrace total wellbeing program?**

A: The program is available to employees and their household members.

**Q: Is eMbrace confidential?**

A: Yes, eMbrace services are voluntary and confidential, and individual use of this program is not reported to the employer or kept in a personnel file. The only exceptions are:

- If your program requires mandatory referrals as a condition of employment
- If your employees consent to share information
- If Magellan is required by law to report a situation to an appropriate person or office, such as in the case of child or elder abuse or threats to commit harm to self or others.

**Q: How will eMbrace help employees?**

A: eMbrace empowers individuals to live their best life. They can:

- Complete a Gallup® Wellbeing Survey.
- Follow a personalized wellbeing plan.

- Transform daily life with life enrichment services.
- Build emotional wellbeing with digital tools.
- Meet with Wellbeing Coaches and Counselors.
- Get help from a Wellbeing Navigator for multiple complex issues.

**Q: What services are included in the eMbrace total wellbeing program?**

A: eMbrace takes a whole-person approach to wellbeing, combining best-in-class life, mind and body solutions delivered through a high-tech, high-touch experience. Services include:

- Gallup® Wellbeing Survey to measure wellbeing in 6 essential areas: emotional, career, social, financial, physical and community
- Personalized wellbeing plan based on Survey scores
- Digital tools to manage stress, improve mood, sleep better and more
- Magellan's SAMHSA-approved digital cognitive behavioral therapy programs
- Wellbeing coaching informed by CliftonStrengths
- Virtual and in-person counseling, often available within 48 hours
- Work-life, financial, legal and identity theft services
- Wellbeing Navigator that helps manage benefits for employees with multiple complex issues
- Dynamic website that guides to what employees need
- Workplace support consultants—Guidance and resources for managers to improve their individual performance and team dynamics
- Value Realization Guide with step-by-step instructions to communicate and build engagement (includes required activities for clients with partnership performance guarantees (PPGs).

**Q: How do we implement eMbrace?**

A: Our Magellan implementation team will work with your Human Resources and other teams to implement the program. In addition, due to the unique nature of eMbrace, there are certain key tasks that must be completed:

- Conduct the ELT meeting with Magellan account manager to kick off executive promotion.
- Review the Value Realization Guide, which gives you step-by-step instructions and resources to help you get the most out of the program. If your organization has partnership performance guarantees (PPGs), you'll need to complete the required activities listed in the guide.
- Identify communication channels that will need to be updated with the eMbrace program description and the member website, i.e., intranet and benefits portals, benefits booklets, etc.
- Work with your account manager to use the Magellan assets provided for communication and tracking of activities.

## TECHNICAL INFORMATION

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

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

**Q: Is there an eMbrace app?**

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

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

- For Discounts: LifeMart

**Q: Do employees need to log in or register on the member website/portal to access all services?**

A: Yes. Employees can search for a provider without logging in or registering for an account, but to access all services and information, they will need an account. The website populates the member dashboard with events, services and resources based on employee preferences they choose when creating an account.

**Q: How do employees register for an account on the member website/portal?**

A: Registering for an account is simple and intuitive process to capture information so the website can provide you with a personalized experience. Employees [click this link](#) and complete the simple onboarding process. Employees will need to enter their name, email address, physical address and date of birth and answer a few questions about their preferences to complete the registration.

**Q: Where do employees go if they need help with eMbrace?**

A: There are several ways to get help by visiting [Member.MagellanHealthcare.com](https://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 more ways to get help.