

# EAP Member Website Migration



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### Introduction

Magellan Healthcare is pleased to introduce a new member website, [Member.MagellanHealthcare.com](http://Member.MagellanHealthcare.com). The new member website provides a comprehensive, confidential and user-friendly experience that is a significant advancement in how you and your household members can access essential wellbeing resources, services, care options and self-care tools—available 24/7, wherever you are.

### FAQs

#### MEMBER WEBSITE DESCRIPTION

**Q: What are the key features of the new member website?**

**A:**

- **My Benefits**—Experience seamless access to your complete program benefits in one centralized location. You can easily explore support for counseling, financial, legal, work-life, digital emotional wellbeing and much more.
- **Care Options**—Connect effortlessly with care professional through our streamlined system. Quickly access self-help tools, crisis support, condition-specific resources and comprehensive guides to help you manage your care with confidence.
- **Educational Resources**—Dive into our extensive library of clinically validated articles, videos, self-assessments and webinars on a wide range of topics from anxiety to zones of productivity.
- **Trending Content**—Stay current with our monthly newsletter, register for a live webinar and popular wellbeing topics. This feature keeps you informed about the latest wellbeing topics and engagement opportunities.
- **Member Guide**—Not sure where to begin? Our comprehensive guide helps you understand your benefits, know your care options, learn about educational resources and answers frequently asked questions.
- **Live Chat**—Connect instantly with a real person who can help you find what you are looking for.

## BENEFIT INFORMATION

**Q: How can I access benefits and services?**

A: Go to [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com).  
Click on the tile for My Benefits.  
Select your organization name and click the Continue button.

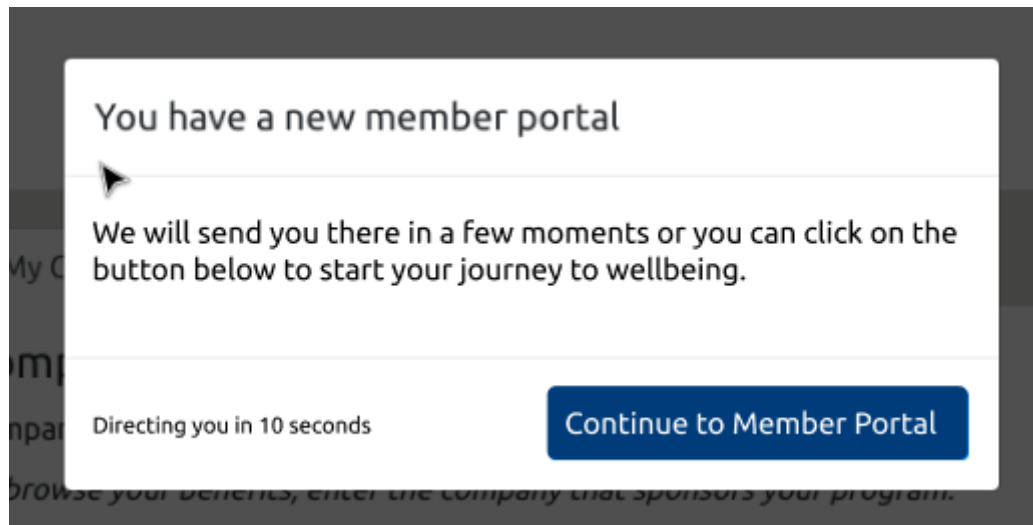
**Q: How do I access care options such as the Digital Emotional Wellbeing Program, Wellbeing Coaching, Community Resources and Counseling?**

A: Click the Care Options tab in the navigation bar located at the top of every page of the website. You will be presented with services specific to your program.

## TECHNICAL INFORMATION

**Q: What happens if I visit the old website (MagellanAscend.com)?**

A: If you visit the previous website you will automatically be redirected to the new platform. try to sign into [MagellanAscend.com](https://MagellanAscend.com) or use the “Find my Company” feature, you will get the redirect message below. The redirect message will provide a link to the new member website. You can either click on the “Continue to Member Portal” button or wait until you’re automatically redirected.



**Q: Do I need to register for a new account on the new website, [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com)?**

A: If you had an account on the old member website, you do not need to register for a new account, and you can use the same email and password to log in to the new website. You just need to click on the white "Sign In" button and proceed.

If you did not have an existing account, you can create one by clicking on the blue "Sign Up" button. You do not need an account to access your benefits.

**Q: I don't remember the email address and/or password I used on MagellanAscend.com. What do I do?**

A: If you don't know the email address you used on MagellanAscend.com, you will need to create a new account on Member.MagellanHealthcare.com. When you go through the sign-up process, if you get a message saying your account already exists, then you'll know that email was the one you used on MagellanAscend.com. To restore that account:

1. Click on the white "Sign In" button on the home page at [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com).
2. Click on "Reset password"
3. In the "Reset Password" box, enter the email address you entered when you tried to register. Then click the blue "Send Email" button.
4. Go to your email inbox and look for a message from Okta.
5. Click on the link in the email to reset your password.

**NOTE: If you try to reset your password more than once within 48 hours, your account will be locked. This is to protect your privacy. You can either wait 48 hours to reset it again or call Member Services for help.**

**Q: I tried to use my MagellanAscend.com login information on the new website, but it didn't work. What do I do?**

A: If you haven't reset your password in the last 48 hours, you can reset it now:

1. Click on the white "Sign In" button on the home page at [Member.MagellanHealthcare.com](https://Member.MagellanHealthcare.com).
2. Click on "Reset password"
3. In the "Reset Password" box, enter the email address you entered when you tried to register. Then click the blue "Send Email" button.
4. Go to your email inbox and look for a message from Okta.
5. Click on the link in the email to reset your password.

**NOTE: If you try to reset your password more than once within 48 hours, your account will be locked. This is to protect your privacy. You can either wait 48 hours to reset it again or call Member Services for help.**

**Q: I tried to reset my password, and the email I got said that my account is locked. What do I do?**

A: As a security measure, if you request a new password more than once in a 48-hour period, your account will be locked. You'll need to wait 48 hours from the time of the email to reset your password. This is to ensure the security and privacy of your information.

If you don't want to wait 48 hours, you can call your program's 800 number for help.

**Q: Can I use a personal email address to register for an account on the member website?**

A: Yes.

**Q: Do I need to log in to access all services?**

A: No. You can access all program information without needing to log in or create an account.

**Q: Are services on the new website confidential?**

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

- If your program requires mandatory referrals as a condition of employment
- If you 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: What browser should I use to access the new member website?**

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

**Q: Is there an app for the new member website?**

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

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

**Q: Can my household members register for a separate account on the member website?**

A: Yes. To preserve your privacy, we strongly recommend that they use a different device than the one you use to set up your account.

**Q: I used my current location for provider search, but I didn't get providers near me.**

A: If you are accessing provider search via a device connected to a Virtual Private Network (VPN), your system is likely using the VPN's location, not your physical location, to find nearby providers. This is normal for VPNs, so you'll need to enter the address to get search results in your preferred area.

**Q: Where do I go if I need help?**

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

- Click on the "How can we help?" 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 additional ways to get help.