

FAQs for Magellan Ascend Launch

As part of our commitment to providing you with a fresh approach, new technology and new programs, we are taking our member experience up a notch with a brand-new member website. Following are some frequently asked questions and answers to help ensure a smooth transition for your business.

Q1. What are the key areas of the new site?

A1. Key features include:

- Program tiles for quick and easy access to every service available including coaching, counseling, self-paced digital therapy, manager support, community resources and more.
- Monthly newsletter and announcement for Live Webinar displayed on the home page.
- What's Trending section updated monthly with timely articles and traumatic event resources.
- Convenient links to download mobile apps to help with anxiety management, insomnia, obsessive compulsive disorder and more.
- Fresh, clinically-approved content on a variety of topics including resiliency, relationships, parenting, anxiety, stress and more.

Q2. What happens when members visit the old website?

A2. Members will receive this message:

Your Program Has Moved

Your new program website is www.MagellanAscend.com

Moving forward starts here. You and your household members can now access Magellan's well-being services including coaching, counseling, self-care mobile apps, online learning center and more.

Visit us today

You will need to create a new account. Click "Sign Up" to get started. You can choose to use a work or personal email address for your account.

Need help registering, or have questions about your program? Click the Live Chat bar for assistance.

Please note: The old website will not be 'turned off,' and the 'Your Program Has Moved' message will remain on until further notice. Although the old website will remain active, members will not be able to access it.

Q3. Why isn't there a straight redirect to Ascend?

A3. When members visit the old site, MagellanHealth.com/member, they need to identify which company they are with. Once the old site recognizes the member, the member is presented with the 'Your Program Has Moved' message. This is important so that we can capture the activity on Ascend by each customer company.

Q4. What do you need to do internally to prepare for the launch?

A4. Key areas to address:

- Identify internal areas where the URL needs to be updated with your Magellan Ascend encrypted URL i.e., intranet and benefits portals, benefits booklets, etc. Your account manager can provide you with your encrypted URL (see Q&A 8 later in this document).
- Notify vendor partners about new website launch.
- Determine how to communicate to staff.

Q5. What do you need to know about member materials?

A5. New member materials, updated with Ascend URL, will be available one week before the launch including:

- Member brochure and flyer
- Posters and digital signage
- Program flyers, i.e., coaching, counseling, work-life, etc.

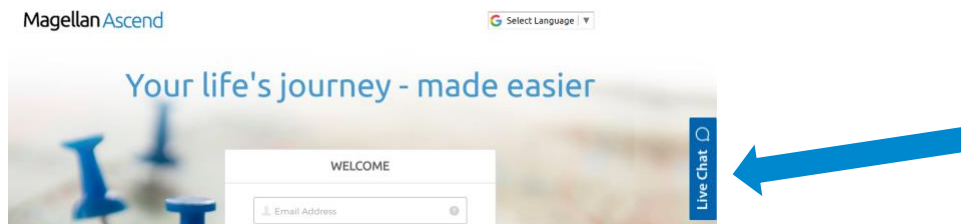
Please note: Old materials can continue to be used until supplies are replenished. Members will receive the 'Your Program Has Moved' message when they go to old website.

Q6. Who do members contact for questions?

A6. Member should click on the Live Chat feature on the right side of the screen. Live Chat is not staffed 24/7/365. Magellan staff answer the chat daily from 8:00 AM to 6:30 PM ET. If members send messages outside of these hours, Magellan staff will receive an email notification and respond to the message the next day.

Please note: Magellan Ascend and the digital resources within are optimally viewed on modern browsers, e.g. [Mozilla Firefox](#), [Google Chrome](#), or [Safari](#). Functions may be limited on older browsers, such as Internet Explorer. Please download one of these browsers for the best viewing experience. The Live Chat feature does not function in Internet Explorer.

Members can also contact their program at your 800# for support 24/7/365.



Q7. Who do you contact for questions?

A7. Your account manager can assist you with questions.

Q8. Will your encrypted URL (also known as secure auto-login) still work?

A8. Yes. The encrypted URL will be a generic, logged in view of your Magellan Ascend site. The encrypted URL will change from what you are using currently, and you will have to post the new one to your Intranet. The URL is auto-generated and, at this time, cannot be customized. Contact your account manager for your encrypted URL.

Q9. If members had an account on MagellanHealth.com/member, do they need to create a new account on Magellan Ascend?

A9. Yes, members will be required to create a new registration and new password on the Ascend website. Please note: members can use any email they wish, and members must identify the company they are with.

Q10. Will member passwords transfer to Ascend?

A10. No, member passwords will not transfer to Ascend. Members will be required to create a new registration and new password on the Ascend website.

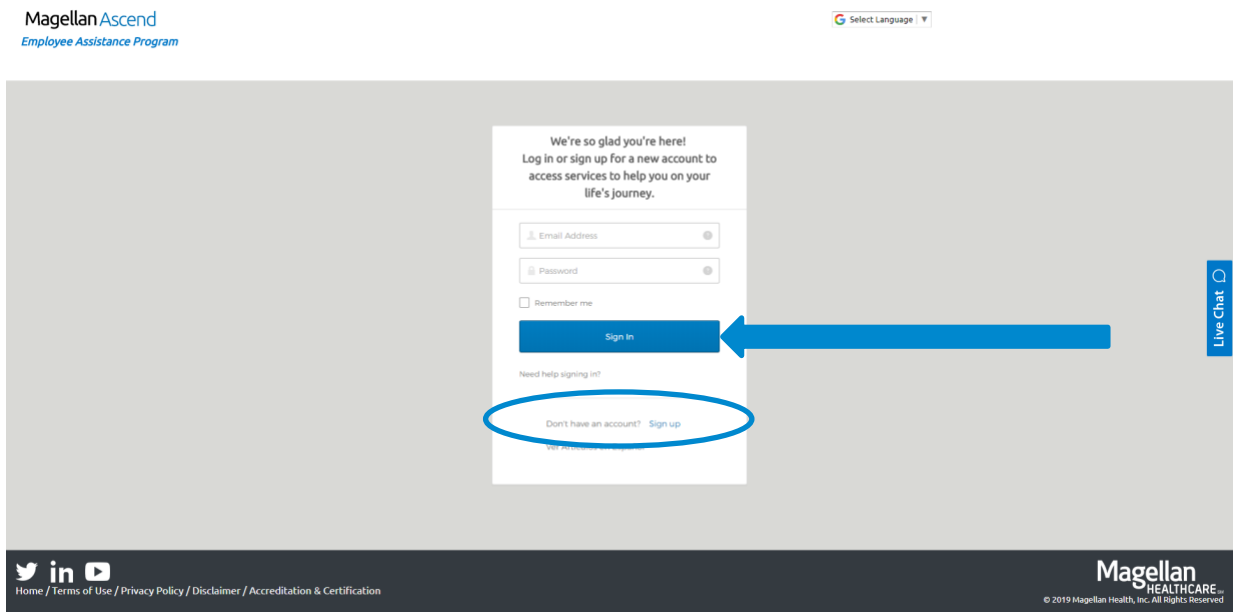
Q11. How do members log in to the site?

A11. Members create a username and password. This information is also used to create a profile for the member. Members can save topics of interest in their profiles for easy viewing at any time. Topic formats include articles, webinars, videos and more.

The first time members arrive, they will click the blue Log In button in the upper right corner of the Ascend homepage.

Members will then be taken to the page below.

To create an account, click on “Sign up” in blue text (circled below).



After clicking on “Sign up,” members will be taken to the page below. Complete the required fields and click on “Get Started” to create your account. Please note: members can use any email they wish, and members must identify the company they are with.

CREATE AN ACCOUNT

Company Name *

Company Name

Email *

Email

Password *

Password

Confirm Password *

Password

Terms & Conditions

Although registration is not required to access this site, it is required for some customization, saving programs and accessing select online tools. If you choose not to register at this time, you can register next time. No information will be saved from this visit. **Your information is private and confidential.** If you have additional questions or concerns, please read our Privacy Policy.

I agree with the Terms of Use, Disclaimer and Privacy Policy.

Get Started Cancel

Live Chat

Q12. What should a member do if he/she is signing up for an account and receives an alert message that the “email already exists” and the password reset function does not allow the member to successfully access the site?

A12. The member should create a new account with a different email address.

Q13. What should a member do if he/she forgets his/her password?

A13. The member should click on the blue Login box in the upper right corner. Then, click on the text link for “Need help signing in?” and a new link below will appear that says “Forgot password?” Click on this text and follow the steps to enter your email address and reset your password.

Please note: If the member does not recall the email address that he/she used to create the account initially, the member can just create an entirely new account on Magellan Ascend with a different email address.

Q14. Can household members access Ascend?

A14. Yes. Household members can access the site and create a username and password just like the member.

Q15. What happens if a member has already started a Digital Cognitive Behavior Therapy (DCBT) program?

A15. Magellan Ascend features an updated suite of DCBT programs to help with a variety of conditions including: chronic pain, anxiety, obsessive compulsive disorder, insomnia, substance misuse and depression. If a member has already started a DCBT program on the prior member site, he/she will need to restart the program on Ascend. The DCBT programs featured on Ascend are a new suite of programs that have enhanced content that is shorter in length so that members can more easily fit these programs into their daily lives.

After logging in to Ascend, the member can access the DCBT programs by clicking on the “self-care programs” tile, and clicking on “start a self-assessment.” The member will then complete a five-minute “smart” assessment that takes them through screening questions for common behavioral challenges, at varying lengths based on their answers. Once complete, the member will be shown recommended DCBT programs. DCBT programs can be started either on the web, or by downloading the mobile app.

Q16. How often will Ascend content be updated?

A16. The What’s Trending articles, videos and other content are updated monthly. In the event of a hurricane, natural disaster, or other traumatic events, a What’s Trending notification will direct members to resources to prepare and cope. The Ascend content library is evaluated and updated quarterly.

Q17. Can Ascend be seen properly on mobile devices?

A17. Yes. Ascend is mobile-optimized.

Q18. What are the recommended browsers?

A18. Magellan Ascend and the digital resources within are optimally viewed on modern browsers, e.g. [Mozilla Firefox](#), [Google Chrome](#), or [Safari](#). Functions may be limited on older browsers, such as Internet Explorer. Please download one of these browsers for the best viewing experience. The Live Chat feature does not function in Internet Explorer.

Please note: for optimal experience using the self-care online programs (RESTORE, FearFighter, MoodCalmer, OCFighter and ComfortAble), we recommend using the mobile apps available in the Apple App store and Google Play. If you are using the self-care online programs from your web browser, please be sure to turn your pop-up blockers off.

Q19. What external websites does Magellan Ascend link to?

A19. Certain programs on Magellan Ascend link to external websites. Please see the list below of websites and notify your IT department of these websites to ensure that none of these are blocked.

- Clickotine Smoking Cessation: <https://clktx.com/join/>
- Discount Center and Work-Life Services: <https://wl.lifecare.com/>
- Financial library: <http://www.clcmembers.com/index.cfm?uid=A2EF193A-9422-462A-A09A960B8B7B37B7>
- Language preference survey on CA grievance tile: <https://survey.magellanhealth.com/Collector/Survey.ashx?Name=CALanguageEAP&OBBID=11917&CCPNumber=007996> Messaging Therapy: <https://redemption.talkspace.com/redemption/magellan-health>
- Legal Forms library: <http://www.clcmembers.com/index.cfm?uid=A2EF193A-9422-462A-A09A960B8B7B37B7>
- Self-Assessment: <https://ascend.ontobetterhealth.com/program/SmartScreener>
- Talkspace Messaging Therapy: [talkspace.com/Magellan](https://talkspace.com/)