

EAP Member Website/Portal Migration



Frequently Asked Questions

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Introduction

Magellan Healthcare is pleased to introduce a new member website/portal, Member.MagellanHealthcare.com. The new member website/portal uses personalized recommendations to guide you to program services and resources to help you build a thriving life. As a reminder, your program is confidential and available to you and your household members.

FAQs

MEMBER WEBSITE/PORTAL DESCRIPTION

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

A: The new member website is built on the latest technology and is intuitive to use. Features include:

- **Log in**—You can log in using your MagellanAscend.com user name and password. If you don't have one, you will need to register for an account so you can access all information and benefits.
- **Personalized experience**—You will be asked a few questions about how you're doing. This information is confidential and used to create your personal experience.
- **Member dashboard**—Your answers to the questions will inform which content is presented to you, including links to services, articles, upcoming webinars and trending news.
- **Categories for Life, Mind and Body**—You can peruse the site to find information and benefits for a variety of needs for family, finances, legal, and mental and physical wellbeing.
- **Find care**—Enhanced matching and quick-find capabilities will help you find the right provider for your needs.
- **Live chat**—Direct support to help you find what you are looking for.

BENEFIT INFORMATION

Q: How can I access benefits and services?

A: You will need to be logged into the member website/portal to access all information and benefits. You can find everything you need through:

1. The three (3) choices in the top menu: Life, Mind and Body
2. The Find Care option, also in the top menu

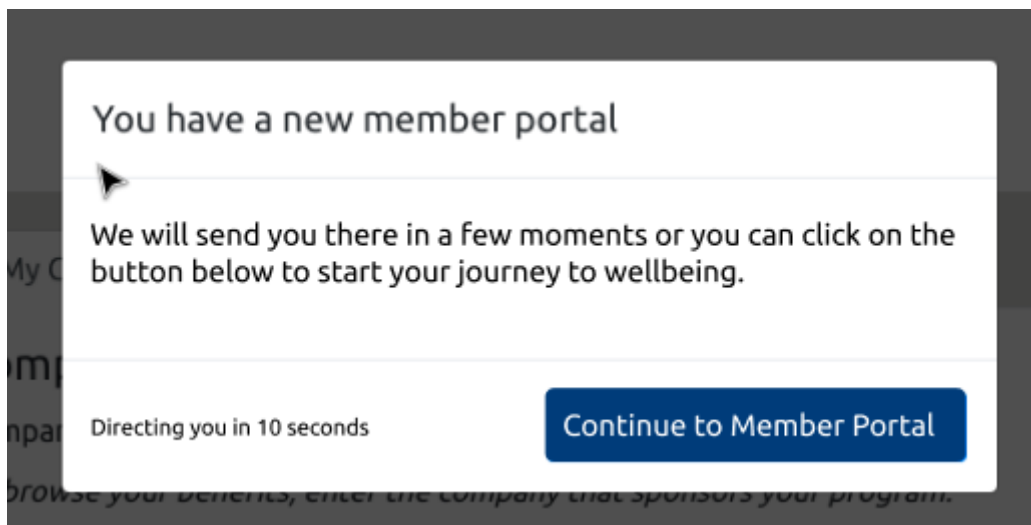
Q: How do I access Digital Emotional Wellbeing services, Telephonic Consultations, Lifestyle Coaching, Virtual Therapy and/or Counseling benefits?

A: Click on Find Care, located on the top nav bar, to access the services available in your program.

TECHNICAL INFORMATION

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

A: When you try to sign into 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/portal?

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

If you did not have an account on the old member website, you will need to register for a new account by clicking on the blue "Sign Up" button.

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.
2. Click on "Need help signing in?"
3. Click on "Forgot password?"
4. In the "Reset Password" box, enter the email address you entered when you tried to register. Then click the blue "Reset via Email" button.
5. Go to your email inbox and look for a message from Okta.
6. 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 by clicking on "Need help signing in?" and then "Forgot Password?" If you have reset your password in the last 48 hours, you'll need to wait for that 48-hour period to pass to request a new password. If you don't wait the 48 hours and try to request a new password again, your account will be locked. This is to ensure the security and privacy of your information.

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 Member Services 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: You can search for a provider without logging in, but to access all services and information, you will need to have an account and sign in. Having an account also allows the member dashboard to populate with events, services and resources that pertain to your needs.

Q: Are services on the new website confidential?

A: Yes, services are voluntary and 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/portal?

A: The new member website/portal 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/portal?

A: No; the member website/portal 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/portal?

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 without logging in:

- 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 additional ways to get help.