

Updated Information for Magellan Healthcare clients regarding Coronavirus

As the novel coronavirus (COVID-19) outbreak evolves, our clients are inquiring about our pandemic readiness and ability to maintain service levels. We are pleased to report that we continue to expect no disruption in business operations at Magellan Healthcare as we indicated in our [March 2, 2020 notice](#).

What we're doing

- Magellan Healthcare's enterprise preparedness management team is closely monitoring information from the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), the individual state departments of health and other experts.
- We have reviewed our pandemic plan and business continuity plans in light of this unique situation, and we are executing the necessary pieces to ensure operations continue without disruption.
 - If you would like a copy of our pandemic plan and/or business continuity plan(s), please contact your account manager.
- Our employees are paramount to the service we provide. We are working hard to ensure their health, safety and well-being by:
 - Cancelling internal in-person meetings, and conducting client meetings remotely if possible
 - Deep-cleaning our offices
 - Enabling staff to work from home where appropriate
 - Advising staff to take personal precautions as suggested by the CDC (handwashing, social distancing, etc.)
 - Providing Employee Assistance Program (EAP) support for people dealing with anxiety or other emotional issues related to the situation
- We encourage our EAP and Behavioral Health clients to remind their members that their programs may include services such as digital cognitive behavioral therapy program, text messaging therapy and other programs that may be helpful for people dealing with excess stress. Please note that benefit configurations differ, so please work with your account manager to determine what's available under your plan.

Continued on page 2

Coronavirus response page

To help our clients monitor our updates, as well as provide helpful resources for anyone who may be anxious or worried, Magellan Healthcare created a [coronavirus response page](#) that includes:

- Information about dealing with anxiety related to the outbreak
- Links to our Crisis Communications, Mind Your Mental Health and Health and Wellness Library pages
- Links to international, national and local information sources
- Listing of our client, member and provider notifications

This website is accessible at magellanhealthcare.com/covid-19.

We will continue to communicate with all of our clients as more information becomes available. If you have any questions, please contact your account manager.