

Magellan Healthcare

Digital Emotional Wellbeing

Frequently Asked Questions
Effective January 1, 2022

INTRODUCTION

Magellan Healthcare is pleased to introduce a new Digital Emotional Wellbeing program to help you take control of your whole health—life, mind and body—through relaxation and mindfulness techniques, strength-building activities, behavior tracking and wellbeing assessments.

[Click here to watch a short video](#)

FAQs

Q: What is changing?

A: On January 1, 2022, Magellan Healthcare is launching a new, enhanced Digital Emotional Wellbeing program. This will replace the current self-care program and app (myStrength by Livongo).

Q: Who is eligible to use the Digital Emotional Wellbeing program and is there a cost for it?

A: The program is available to you and your household members at no cost.

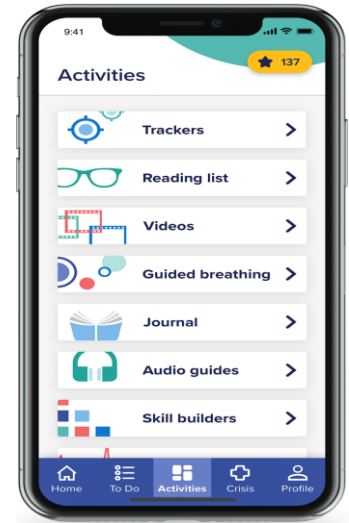
Q: How will the Digital Emotional Wellbeing program help me?

A: The new program helps strengthen your mind-body connection through interactive activities and education for overall wellbeing that can be completed on a secure mobile app and web platform powered by NeuroFlow.

Q: What does the new program consist of?

A: The new program is built on NeuroFlow’s technology and is available via website or app. Using NeuroFlow, you can:

- Complete activities such as breathing exercises, meditation, yoga or journaling.
- Track mood, sleep, stress and pain, and see your progress over time.
- Complete confidential, self-paced digital cognitive behavioral therapy modules for anxiety and depression.
- Connect to virtual therapy and in-person counselors (if available under your plan).
- Sync with other trackers like Fitbit, Garmin and MyFitnessPal through Apple Health or Google Fit.



Q: What topics are covered?

A:

Topics		
• Aging	• Grief and loss	• Positive psychology
• Balancing emotion	• Loneliness	• Pregnancy
• Caregiving	• Mental health	• Resilience
• COVID-19	• Mindfulness and meditation	• Sleep
• Eating disorders	• Nutrition	• Stress
• Goal setting	• Physical activity	• Suicide

Conditions		
• Attention deficit-hyperactivity disorder	• Depression	• Opioid use disorder
• Alcohol use disorder	• Fibromyalgia	• Panic disorder
• Anxiety	• Insomnia	• Post-traumatic stress disorder
• Chronic pain	• Obsessive-compulsive disorder	• Substance use disorder

Q: Is the Digital Emotional Wellbeing Program confidential?

A: Yes, everything you do within the program is confidential.

Q How does the program connect me to virtual therapy or in-person counselors?

A: As you use the program, you will complete assessments from time to time. If your scores indicate you might need to talk to someone, you'll be given specific instructions and links for next steps. You can always go directly to the provider search and virtual therapy pages on MagellanAscend.com.

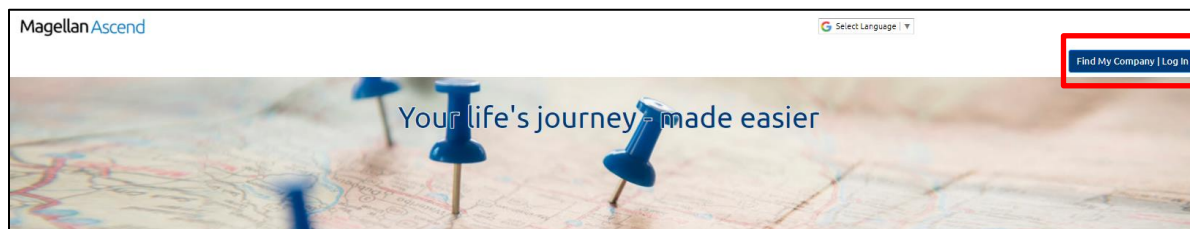
Q: Will this affect my other program benefits?

A: No, there is no impact on the other benefits that Magellan Healthcare provides.

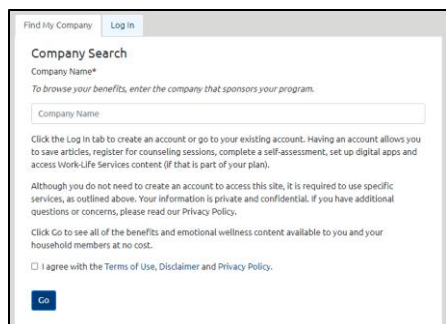
Q: How do I access the program?

A: See the step-by-step instructions below.

1. Go to MagellanAscend.com and log in or click the FIND MY COMPANY button on the upper right side.

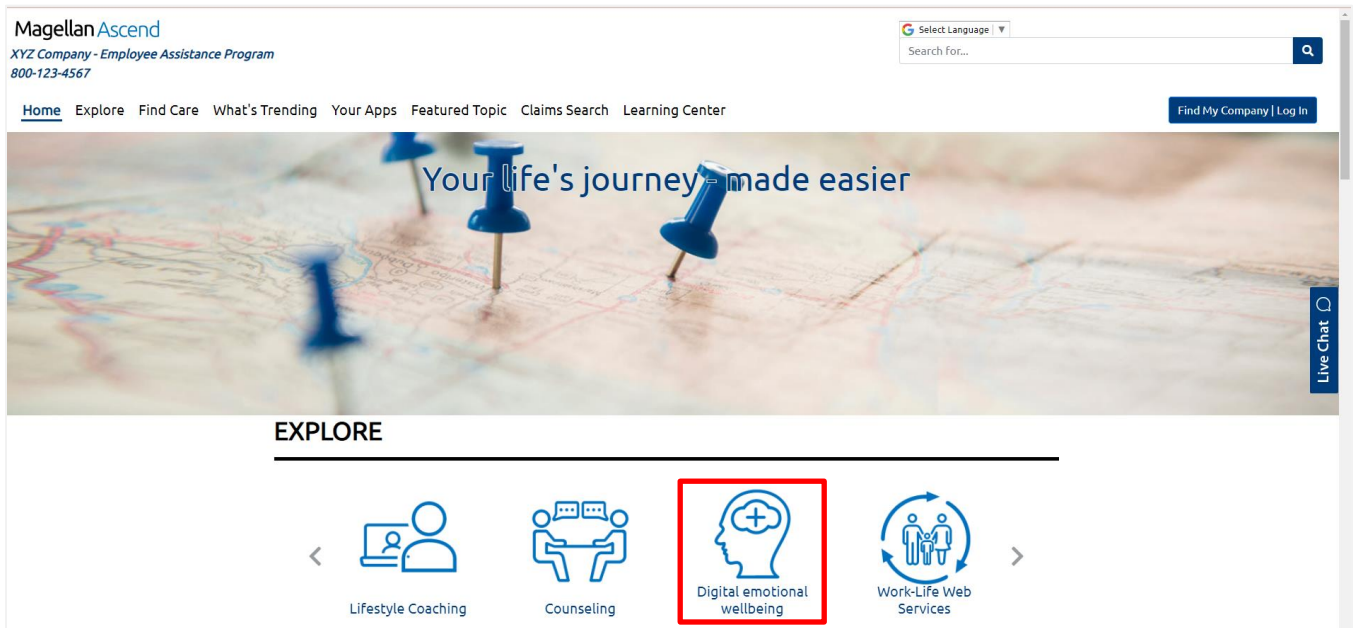


2. The “Company Search” and login box will pop up. Log in or type your company name in the “Company Name” field. Click the “I agree...” box and then the “Go” button.

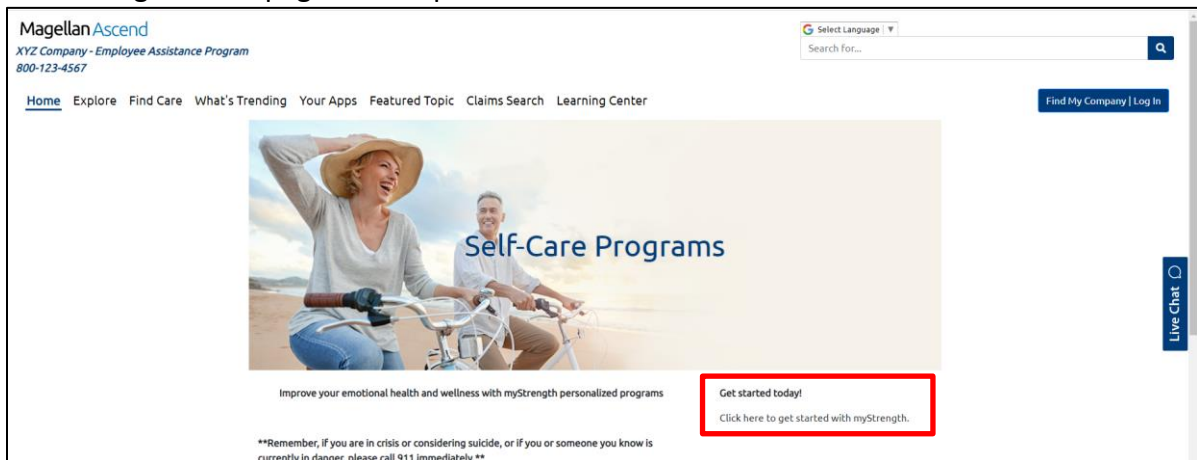


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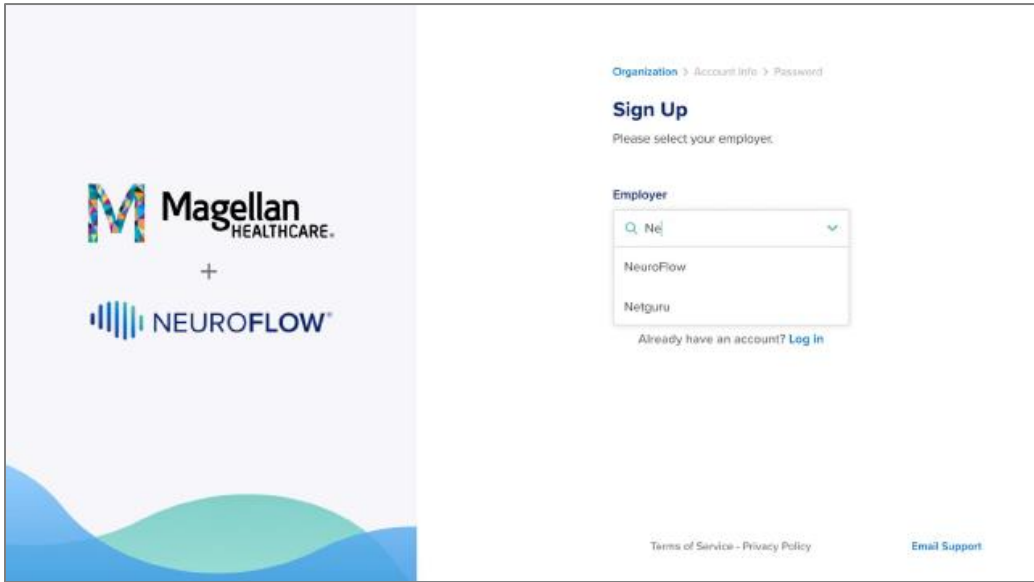
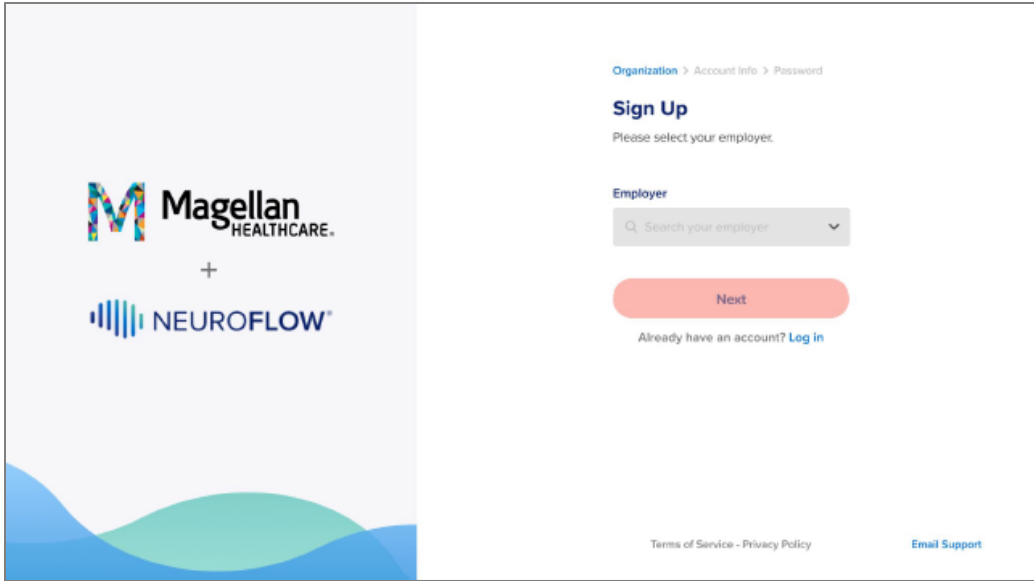
3. Once you see your company logo on the top left, click on the right arrow in the “Explore” section until you see “Digital emotional wellbeing.” Click on “Digital emotional wellbeing.”




4. On the Digital emotional wellbeing page, press “Click here to register.” You will be taken to the NeuroFlow registration page to set up an account.



5. Once you arrive at the NeuroFlow registration page, you will be prompted to enter the following information [see images below], then review and agree to the Terms of Service and Privacy Policy.
1. Your Employer name
 2. Your full name
 3. Your date of birth
 4. Your gender
 5. Your phone number
 6. Your email address
 7. A password





Organization > Account info > Password

Sign Up

Please complete your information in order to access your benefits.

First Name


Last Name

Date of Birth (mm-dd-yyyy)

[Next](#)

Already have an account? [Log in](#)

[Terms of Service - Privacy Policy](#) [Email Support](#)



Organization > Account info > Password

Sign Up

Please complete your information in order to access your benefits.

Gender

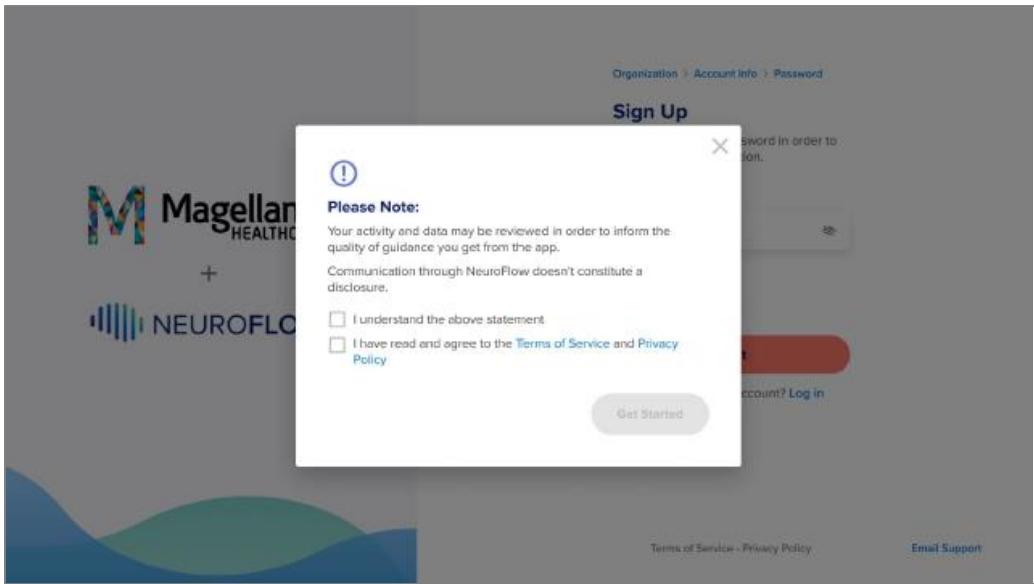
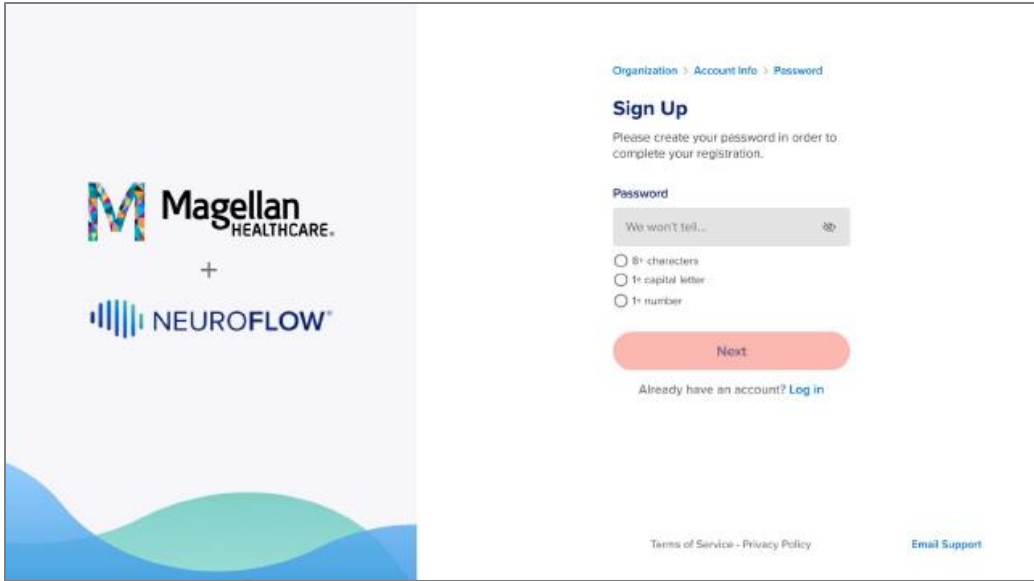
Phone Number

Email Address

[Next](#)

Already have an account? [Log in](#)

[Terms of Service - Privacy Policy](#) [Email Support](#)



Q: Who can I contact for technical support?

A: For technical support:

- Contact support@neuroflow.com
- Submit tickets through the app (Profile → Help → Contact Tech Support)
- Leave a message at 1-855-296-7711, and someone from the support team will call you back.

Q: Who is NeuroFlow?

A: NeuroFlow is a digital health company that provides cloud-based technology to bridge the gap between mental and physical health. NeuroFlow’s evidence-based programs help individuals take control of their whole health—life, mind and body—through relaxation and mindfulness techniques, strength-building activities, behavior tracking, and wellbeing assessments