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Raising Mental Health Recovery Awareness in Arizona: MY LIFE Youth Day at the Capitol

On Feb. 10, members of Magellan of Arizona's MY LIFE (Magellan Youth Leaders Inspiring Future Empowerment) group participated in "Youth Day" at the Arizona State Capitol. The event, held on the lawn of the Capitol, included dancing and music performances, poetry and essay presentations, and distribution of information and resources to the public on issues of importance to Arizona's youth.



The "Youth Day" event was a great way for MY LIFE to raise awareness of mental health recovery issues in the community, particularly as it pertains to children and young adults. It also gave the youth a unique opportunity to meet face-to-face with Arizona state legislators to share their concerns about the top five issues they feel most impact youth in Arizona—issues they'd like for their state leaders to address. They are:

- **Youth involvement** – to involve youth in the political and decision-making process on laws and systems that affect them.
- **Support services** – to maintain support services and staff who give youth individualized attention and teach them the skills they need to achieve goals and gain independence from government assistance.
- **Youth in foster care** – to help foster care youth transition into adulthood successfully.
- **Education and employment opportunities** – to enable youth to be independent and help their families and communities.
- **Juvenile justice** – to help youth exit the juvenile justice system and teach them the skills that will keep them from returning into the system.



MY LIFE attendees share in a "Big Hug" in front of the Arizona Capitol, along with more than 100 participants representing other youth-serving organizations.

Following their meeting with Arizona legislators, including Eileen Klein, chief of staff to Arizona's Governor, Jan Brewer, MY LIFE youth had the opportunity to tour the Capitol building and be recognized on the floor of the House for their efforts in helping other youth.



MY LIFE participants tour the Arizona State Capitol.

“The entire day was a great leadership development opportunity for Maricopa youth,” said Alexandra Zavala, director, community reinvestment and involvement. “It was also a terrific opportunity for Magellan to receive positive visibility and create a two-way dialogue between MY LIFE and the local legislature.”

MY LIFE is comprised of youth, ages 13 to 23, who have experience with mental health, substance abuse and/or foster care-related issues. The group gives youth an opportunity to use their experience, talents and voice to make positive changes in their lives, while helping other young adults do the same. To learn more about MY LIFE and the “Youth Day” at the Capitol, go to www.MagellanofAZ.com/mylife.

Magellan’s Thought Leadership on Work-Life Balance Showcased at National Parents As Teachers Conference

Each year, Magellan participates in a variety of industry trade shows and conferences as a way to continue to educate our stakeholders—particularly current and prospective customers—about our capabilities and expertise. And, from time to time our internal experts are invited to share their knowledge by speaking at national or local community events. **These are great opportunities to highlight the value and expertise we bring as the nation’s leading specialty health care management company**, thereby helping support the company’s business development and community relations efforts.

This past November, Marsha Cannon, director of Magellan Life Management, was a guest speaker at the 2009 Parents as Teachers (PAT) conference held in St. Louis. Her presentation, “Work-Life Balance: Policies, Programs, and Practices,” gave the audience (who were mostly parent educators) valuable information, including:

- **An overview of what we mean by “work-life”**
- **The types of services included in a work-life program**
- **How organizations can benefit from a work-life program**
- **How a work-life program benefits the employee**

“PAT is one of the organizations we subcontract with to provide the work/life component of our Employee Assistance Program (EAP), Magellan *LifeResources*,” Marsha explained. “We often refer our members (which also include Magellan employees) to PAT when they need a local early intervention child development program. So, **presenting at PAT’s annual national conference was a win-win situation**—it gave Magellan visibility in the industry and offered parent educators information about the valuable work-life benefits available through an EAP.”

Parents as Teachers is an international early childhood parent education and support program in which trained professionals make home visits to teach parents about child development and offer assistance in finding other supportive resources. PAT programs are often blended with other organizations and resources, such as Early Head Start programs and similar programs offered through local school districts.

Join Your Magellan Colleagues in Expressing Thanks to the Men and Women of the Armed Services

“My son is 23 years old, has been active duty for four and a half years and has been deployed to Iraq five times. He is stressed and psychologically tired. He was in need of a pick-me-up just in the moment he received the gift card and thank-you note from Magellan. He said it brought a tear to his eyes just thinking of the generosity of his mom’s employer. I would like to thank you all for thinking about the troops and thank the company for sending a pat on the back and a smile.”

Geraldine Griffin
CSA, Midwest CMC

The 2008 Supporting Our Troops initiative, which raised funds to send thank-you cards and Visa gift cards to Magellan employees or their family members who serve in the armed forces, touched the lives of those who fight for our country. In most cases (like the one above), the initiative provided a needed pick-me-up at just the right time. It's stories like these that encouraged the Spirit Team's Giving Back to the Community Committee to bring back the **Supporting Our Troops initiative in 2010**.

Want to Donate to the Cause?

Starting next week through March 14, **you can sign up to donate to this effort through payroll contribution**. The money raised will be used to purchase Visa gift cards for those Magellan employees or identified family members who are currently deployed, either stateside or overseas, as well as those who have been deployed in the past 12 months. In the fall, we'll send the gift cards, along with thank-you notes, to those individuals.

A link will be posted on [MyMagellan](#) next week for you to arrange for your payroll deduction. You can choose to **make a one-time donation or split your donation between paychecks** starting March 30 through May 15. All payroll deductions must be set up by March 14 in order to be processed in time.

Coming Soon...Online Auction to Help Raise Funds

This year, employees have a new option for contributing to the Supporting Our Troops fundraising efforts by participating in an **online company-wide auction**. The auction, scheduled to take place this spring, will raise funds to purchase the gift cards for our extended military family. You can help contribute to the cause by donating goods that other employees around the country might want to purchase, like books, crafts, home décor items, electronics or sporting goods. So, start thinking about items you can donate to the auction and then be ready to place bids this spring! More information about the Supporting Our Troops online auction will be available in upcoming issues of *Magellan News*.

In 2008, Magellan employees raised \$7,400 and sent out nearly 60 thank-you cards and Visa gift cards to our troops.

Look for more information about how you can have a card sent to your deployed family member in an upcoming issue of *Magellan News*.

Questions about the Support Our Troops initiative? Contact Erica O'Connor at ECOConnor@MagellanHealth.com. Questions about setting up a payroll deduction? Contact the HR Service Center at MyMagellan@MagellanHealth.com or call 888-411-6343.

Fraud Identification & Recognition Education Training Course to Launch Next Week; Wednesday, Feb. 24

The first of four mandatory training courses for 2010—Fraud Identification & Recognition Education (FIRE)—will be available through *Achieve* on **Wednesday, Feb. 24**. All employees, including temporary employees and contractors, must complete this training by **no later than April 30, 2010**. Remember, this is the first of four required trainings. We ask that you complete this training by the designated deadline in order to avoid falling behind as other trainings begin.

The FIRE training, which should take no longer than 45 minutes to complete, **helps employees to better recognize, understand and prevent instances of fraud, waste and abuse**. Ensuring that all employees are aware of this important subject matter helps to keep our business operations safe and secure and can help strengthen customers' confidence in Magellan. Please work with your supervisor to make time to complete the FIRE training before the April 30 deadline to ensure you're up-to-date on our fraud, waste and abuse policies.

To access your required trainings through [Achieve](#):

- Visit the [Achieve page](#) on [MyMagellan](#).
- Click on the appropriate log-in button: either 'Achieve Log-in' or 'Achieve AZ Log-in' (Maricopa employees only).
- Once you are logged in the system, select 'My Assignments' ('My Learning' and then 'My Learning Profile' for Maricopa employees) from the left-hand side of the page.
- Under the 'Development Plan' section on this page, there is an item titled 2010 Annual Required Training. Click the plus sign icon next to the title and the all required training courses will display.
- Click the appropriate training to begin the course.

You're Responsible for Maintaining an Ethical Workplace

At Magellan, we pride ourselves in having employees like you that hold such high sets of standards. The superior level of ethics and integrity shown by each employee is not only what makes Magellan a great place to work, but it's what keeps our reputation in the marketplace solid. Our continued honest dealings with providers, customers, members, vendors and other third parties helps us all go home at night holding our heads up high. And that, in and of itself, is priceless.

Although we're doing a great job now, we can't be complacent and need to make sure we uphold this commitment. **You play an important role in maintaining this superior level of ethics in our organization.** Whether you're a new employee or have been a part of the Magellan team for many years, it's important to remember Magellan's ethical standards (listed below and available in the [Corporate Compliance Handbook](#)), for which you're held accountable.

Magellan's Ethical Standards

- Treat members and patients with dignity and respect, always focusing on the best interest of the member.
- Avoid situations that may result in conflicts of interest with Magellan and its business (i.e., avoiding situations where personal interests conflict or could be perceived as conflicting with Magellan's business interests).
- Market Magellan's services in compliance with applicable state and federal requirements and forego any business that can only be obtained by improper or illegal means.
- Create a workplace that is free from harassment, drugs, narcotics, alcohol and discriminatory practices.
- Comply with all applicable laws and Magellan policies, including, but not limited to, those addressing employees' health, safety and welfare in the workplace.
- Be familiar with insider trading laws (i.e., inside information cannot be used for personal gain).
- Comply with applicable state and federal law and cooperate with any reasonable demands made in the course of a government investigation.
- Be familiar with Magellan's policies on document retention and confidentiality, and abide by all applicable state and federal laws, regulations and contractual requirements regarding the confidentiality and retention of records.

Maintaining ethical standards is everyone's responsibility. If you have a concern related to suspicious, illegal or unethical activity, you should report it by calling Magellan's Compliance Hotline, 1-800-915-2108. When calling, you may choose to remain anonymous, as an outside vendor manages the incoming calls. All calls will be investigated and treated confidentially.

Magellan's Severe Weather Policy

Magellan offices throughout the country recently have been hit with harsh winter weather. In fact, it was reported that 49 of the 50 states had snow last Friday, Feb. 12. Although many of us are already looking ahead to spring, now is a good opportunity to be reminded of our Severe Weather Policy.

Based on our commitment to provide customer service 24 hours a day, seven days a week, **you should assume Magellan offices are always open.** However, it's important to also use your best judgment when it comes to severe weather in your area. If you determine that you'll be coming in late, need to leave early or can't come in at all due to the weather, **you must contact your supervisor in a timely manner** and arrange to use either PTO or Emergency/Sick time, if available.



Magellan's Columbia, MD office recently received an estimated 50 inches of snow in back-to-back blizzard storms.

If you have any questions about Magellan's policy regarding how time off is treated for severe weather, please first talk with your supervisor, and then contact the HR Service Center at MyMagellan@MagellanHealth.com or 888-411-6343.

A Positive Outlook

A little inspiration goes a long way. This week, we highlight the following quote from Pulitzer Prize-winning American writer Pearl S. Buck:

**“All things are possible until they are proved impossible—
and even the impossible may only be so as of now.”**

If you have a favorite positive or inspirational quote or thought that you'd like to share, please e-mail it to *Magellan News* at Magellan@MagellanHealth.com for consideration.