

New Self-Care (myStrength) Program

Frequently Asked Questions

Effective February 1, 2021

INTRODUCTION

On February 1, 2021, Magellan Healthcare will implement myStrength by Livongo, a full-spectrum digital behavioral health program, to replace the current self-care tools and apps on MagellanAscend.com. myStrength is a digital resiliency tool designed to help you with common concerns, from managing stress, anxiety and depression to improving sleep and mindfulness.

[Click here to watch a 5-minute video about the myStrength program](#)

FAQs

Q: What is changing?

A: Magellan Healthcare is replacing our current suite of digital self-care tools with myStrength by Livongo. On February 1, 2021, you and your household members will have access to myStrength at no cost. myStrength will replace the current suite of digital Self-Care Programs: RESTORE®, FearFighter®, MoodCalmer, Shade, OCFighter and ComfortAble®.

Q: What is myStrength?

A: myStrength is a digital resiliency tool designed to help you with everyday stressors through self-guided tools, video modules and text-based engagement coaching. myStrength is a personalized, whole-person approach to behavioral health, with multi-modal experiences, interactive self-paced programs, self-monitoring, in-the-moment coping and coaching. Machine-learning technology and personalized continually optimize your experience.

Q: Will myStrength help me with the same things the current tools do?

A: myStrength addresses a range of emotional wellness and behavioral health issues beyond what we currently offer, with the exception of obsessive-compulsive disorder. myStrength addresses the following conditions:

- Depression
- Anxiety
- Sleep
- Substance use
- Chronic pain
- Stress
- Mindfulness
- Balancing intense emotions
- Nicotine recovery
- Trauma
- Bipolar Disorder

using the following evidence-based approaches:

- Cognitive Behavioral Therapy
- Behavioral Activation
- Mindfulness
- Motivational Interviewing
- Positive Psychology
- Acceptance and Commitment Therapy
- Dialectical Behavior Therapy

In addition, myStrength offers information to help you with over 300 life experiences, including COVID-19, race and discrimination, chronic conditions, LGBTQ+ and caregiving.

Q: Will this affect other Magellan Healthcare Employee Assistance Program (EAP) benefits I have?

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

Q: Who is eligible to use myStrength?

A: You and your household members.

Q: Do I have to pay to use myStrength?

A: No, myStrength is free for you and your household members as part of your Employee Assistance Program (EAP). If your EAP changes in the future, you may not have access to myStrength.

Q: Is myStrength confidential?

A: Your interaction with myStrength and your myStrength coach is confidential. If your use indicates a serious problem, depending on your program benefits, minimal information may be confidentially shared with a counselor from your program, who may contact you to see if you need further help.

Q: How will you replace the current Self-Care Programs?

A: We will replace the current programs in two locations on the member website:

1. When you click on the “Self-Care Programs” tile under the “Explore” section, you will go to a page with new content and a link to get started with myStrength.
2. The four Magellan apps in the “Your Apps” section will be replaced with the myStrength app, indicated by the myStrength app icon. When you click on the icon, you will be taken to a page where you can learn more. You will have the option to either click on a link to get started with myStrength on the web, or click to go to Google Play or the Apple App Store to download the app.

[Click here to go to the step-by-step instructions in “How do I get started?” at the end of this document.](#)

Q: I’m in the middle of using one of Magellan’s existing Self-Care Programs. Can I continue to use it?

A: If you are currently using a Self-Care Program (RESTORE®, FearFighter®, MoodCalmer, Shade, OCFighter and ComfortAble®) from your web browser or via app, you may continue to use it if it is saved as a ‘favorite’ or bookmarked on your device. You will no longer be taken directly to the Self-care Program, as it will be replaced by myStrength. You will not be able to start a new Self-Care Program from the beginning and should use myStrength instead. The Magellan Self-Care Programs

will soon be removed entirely from the Google Play Store and Apple App Store however you may continue to use them provided they are downloaded on your device(s).

Q: What do I need to do to get myStrength?

A: You do not need to do anything differently to access myStrength. Just go to your program's member website and click on the Self-Care Programs or myStrength app icon. [Click here to go to the step-by-step instructions in "How do I get started?" at the end of this document.](#)

Q: How does myStrength's coaching work?

A: Once you sign up, you can interact with an expert motivational health coach from myStrength. The myStrength coach will support your engagement in the program, provide motivation and help you navigate the platform. It's not therapy or clinical care, but a coaching experience to help you if you have trouble getting started or need an occasional reminder.

As part of your onboarding process, you will get an automated introductory message in the program. In addition, a photo of your myStrength coach will show on every page of the application. If you contact your myStrength coach, they will respond within 24 business hours, Monday through Friday, excluding holidays. There is no interaction over the phone; all myStrength coaching sessions are conducted via in-app messaging.

Q: Who are the myStrength coaches?

A: The myStrength coaches are Livongo employees. They are extensively trained in how to engage people in this type of behavioral health solution. They are not licensed professionals. They use techniques like motivational interviewing, positive psychology and empathetic listening. They are also trained in the myStrength platform. They will act as navigators to guide you to relevant resources on myStrength. If you need more help than the myStrength coaches can provide, call your program.

Q: How do myStrength coaches differ from the Life Coaches offered by my program?

A: myStrength coaches are only accessible through the myStrength platform. You contact them within the program. They help you get the most out of the program with encouragement and suggestions for myStrength activities.

Magellan Healthcare Life Coaches are available by calling your program, and you meet with Life Coaches over phone or video. Life Coaches help you clarify your goals, identify obstacles that are holding you back and find solutions. Life Coaches provide support, resources and tools to help you meet your goals

Q: Who can I contact for technical support?

A: For technical support, please email myStrength support at membersupport@livongo.com or call 800-945-4355.

Q: Who is Livongo?

A: [Livongo, Inc.](#), empowers people with chronic conditions to live better and healthier lives. Livongo's team of data scientists aggregate and interpret substantial amounts of health data and information to create actionable, personalized, and timely insights and nudges delivered to our members to help them stay healthier. Livongo's approach leads to better clinical and financial outcomes while creating a better experience. Livongo has over 1,300 clients, with a 96% retention rate, who represent 30% of Fortune 500 companies and over 20 industries.

Q: My employer offers other Livongo products [for diabetes, hypertension or weight management]. How will myStrength work with these other programs?

A: At this time, there will be no changes to how you use other Livongo products. Right now, myStrength is a separate program. You can continue to use the Livongo products your company offers. If anything changes with myStrength, we will let you know.

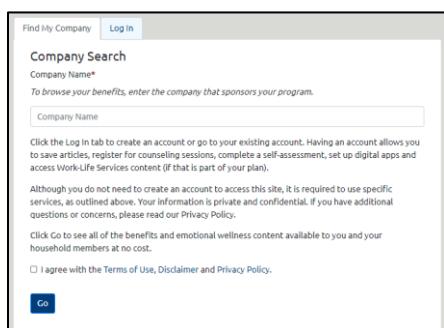
Q: How do I get started?

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.



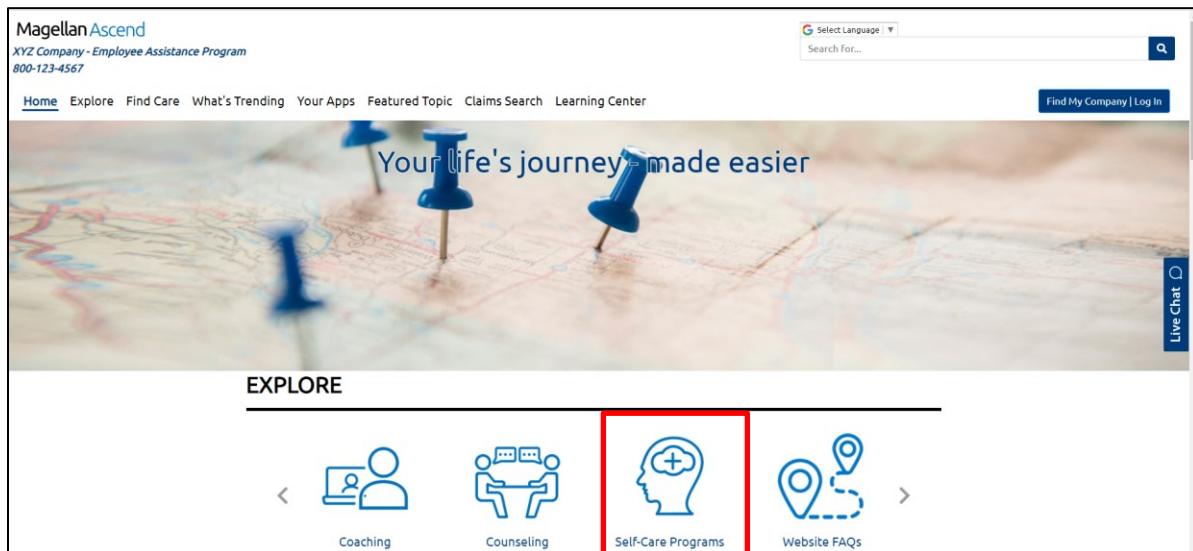
2. The "Company Search" and login box will pop up. Log in, or type your company name in the "Company Name" field. Click the "I agree..." box and then the "Go" button.



The screenshot shows the 'Find My Company' search interface. It includes a search bar labeled 'Company Name', a link to 'Terms of Use, Disclaimer and Privacy Policy', and a prominent 'Go' button at the bottom.

(continued on next page)

3. Once you see your company logo on the top left, click on the right arrow in the “Explore” section until you see “Self-Care Programs.” Click on “Self-Care Programs.”



4. On the Self-Care Programs page, click the button for “Get Started.” You will be taken to the myStrength enrollment page to set up an account and answer a brief questionnaire. Your answers are confidential and used to recommend programs in which you may be interested.

