



Support Directory

Who Do I Contact?



Password Reset

[Reset Okta Password](#)

Set up your Okta profile for self-help to reset your passwords and unlock your account [here](#)

SERVICE

CONTACT

FOR HELP WITH...



INFORMATION TECHNOLOGY

Okta tile:



Type a keyword in the search bar or click the "Knowledge" tab.

IT Helpdesk: **888-411-6343**

- General IT Support
- Email Support
- Network Issues
- Issued Cell Phone & MiFi Requests & Support

- Hardware/Software Requests
- Local Office Phone/Printers
- Unblock Specific Websites



HUMAN RESOURCES & RECRUITING

Okta tiles:



VERN: Searchable knowledge base for HR topics with ability to create a case for additional help. To find your aligned HR Business Consultant, search "HRBC" in VERN.

Workday: Complete employment related tasks such as payroll, benefits, and personal information using the applications on the homepage

Use VERN for:

- General HR Questions & Policies
- Paycheck Inquiries
- Leaves of Absence & Disability Leave
- Professional Development
- Paid Time Off (Leave) Benefit
- Employee Referral Rewards Program
- Employee Relations
- Cross-Boarding Information (Employee Job and Status Change Instructions for Managers)

Use Workday for:

- View & Print Paycheck
- Benefits Enrollment
- Direct Deposit Updates
- Pay & Bonus Administration
- Open Positions
- Employee Directory
- Personal Information Updates
- Goal Setting

The Work Number: www.theworknumber.com
800-367-2884

Okta tile:



Health Advocate:
866-695-8622

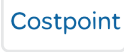
- Verification of Employment Requests
Magellan's employer code: 11475

- Health Care Plan Benefits Questions
 - Benefits, Coverage, & Claims
- Note: You will need to register the first time you use Health Advocate*



TIMESHEETS

Okta tile:



MFLC Support: Refer to training materials on www.MagellanMFLC.org. Book an appointment with MFLC Service Center: <http://bit.ly/1McEXVf>

Use VERN for:

- Timesheet Issues & Questions
- Timesheet Approver Changes
- Special Charge Code Requests
- Paid Time Off (Leave) Inquiries

Use Costpoint for:

- Daily Time Entry
- Approve Timesheets
- View, Request, and Approve Leave

EXPENSE REPORTS

Okta tile:



MFGetExpenseReport
@MagellanFederal.com

Use Costpoint for:

- Expense Reports Entry
- Manager Expense Approvals

Use Email for:

- General Expense Questions



PROCUREMENT & SUBCONTRACTS

Okta tile:



Forms & Policies

MFStrategicSourcing@MagellanFederal.com

MFGetPurchasing@MagellanFederal.com

MFGetAccountsPayable@MagellanFederal.com

- Purchase Orders, Teaming Partner or Independent Contractor Requests
- Questions Concerning Billing
- Contractual Documents

- Indirect and Direct Purchases
- Purchase Requisition Form
- Statement of Work Model
- Staples Supplies Orders

- Invoice Submission Related to Purchase Orders

- Invoice Submission Related to non-Purchase Orders
- Vendor Setup

- Invoice Payment Followup
- Check Requests



MARKETING & COMMUNICATIONS

Okta tiles:



Templates

Info & Resources

Company News

MFGetCreative@MagellanFederal.com

- Document/Presentation Formatting
- Custom Graphics
- Event Planning
- Company-Wide Emails
- Internal/External Comms
- Social Media

- Marketing/Promo Materials
- Website Development
- MagellanFederal.com updates
- Editing
- Content for, MagellanNOW, Newsletter, Corp Meetings



TRAVEL

Okta tile:



MFGetTravel@
MagellanFederal.com
GetMFLCTravel@
MagellanFederal.com

- ADTRAV Account Registration & Itinerary Approvals
- Corporate Credit Card

- Business Travel Account Policy
- Business Travel Policy



ETHICS, LEGAL, & COMPLIANCE

Report issues in one of the following ways:

Email: MFGetEthics@MagellanFederal.com

Phone: **1.800.915.2108**

Online: MyComplianceReport.com

(Click "Begin New Report" and enter MGH as the Access ID)

- Corporate Ethics
- Business Conduct Policy & Program

- Conflicts of Interest
- Compliance Questions

Note: Communications through MFGetEthics are kept confidential, but do not provide anonymity.



FACILITIES & SECURITY

MFGetFacilities@MagellanFederal.com

MFGetSecurity@MagellanFederal.com

- Office Furniture

- Shirlington HQ Building Issues

- Government Security Investigations and Clearances
- Building/Office Access (fobs, keys, suite)
- Request a Visit Authorization Letter (VAL)
- On-Site Contractor Badge or CAC

- Report a Loss or Compromise of Classified Information
- Report Suspicious Activity or Adverse Information
- Report Foreign Travel



MFLC SYSTEMS

MFLC Service Center

MFLCChangeRequests@MagellanHealth.com

855-653-6352 (M-F, 8 am-7 pm ET)

MFLCTraining@magellanhealth.com

- Okta Password Reset & Log In Issues
- MFLC Issued Smartphone

- MFLC Center
- TimeW, Care4
- Material Requests

- Help with MFLC training and Relias courses
- Compliance Training Requirements

- Application for Military Certificate Program
- MFLC Website Access and Content Inquiries
- Access to Training Certificates

SABA TRAINING

Okta tile:



- Learning Center
- Compliance Training Courses

For issues with Compliance trainings, submit a ticket in RITA. For troubleshooting other trainings, search for "Saba" in VERN.