

Our Expertise in Action

Your partner in delivering the most sensitive and complex behavioral health programs.



The Magellan Federal Difference

- ▶ Our legacy of support to the Department of Defense and military families dates back more than **140 years**, to 1879 as a nonprofit that cared for surviving spouses of the fallen.
- ▶ We have **over 2,300+ employees** delivering services on **more than 140** bases, installations, and agencies around the world.
- ▶ Many of the amazing individuals that make up Magellan Federal have served or have family members who served. We've walked in your shoes, and understand your needs.

Military culture is embedded in the Magellan Federal team, our infrastructure, and processes. Our services are designed to support the unique and global needs of Warriors and their Families.

Demonstrated Impact

Face-to-Face Counseling

The Military & Family Life Counselor (MFLC) program improves military lives and readiness by providing confidential, face-to-face counseling.

Our services are delivered by **1,350+** counselors at **156** military installations around the world.

Each month, we provide **over 100,000** counseling sessions for individuals and families in 50 states and 12 countries, supporting **1M+ cases per year**.

In addition to counseling sessions, we provide over **52,000** outreach and consultation services as well as **100,000** referrals to service members each month connecting them to available benefits and resources.

Readiness & Resilience Coaching

We currently support the Army Resiliency Directorate to increase the physical and psychological health, resilience, and performance of Soldiers, Families, and Department of the Army Civilians on the Ready and Resilient (R2) program.

We are the **world's largest single employer** of professionals with specialized training in performance psychology.

During the past 5 years, we have successfully certified more than **16,000** Master Resilience Trainers and have delivered performance and resilience training to **more than 2.7 million** within the Army population.

Employee Assistance Programs

Magellan's Employee Assistance Program (EAP) offers services to enhance emotional wellness, reduce stress, and increase productivity.

We have **50 years** of Employee Assistance Program (EAP) experience, covering more than **three million lives** of civil servants and families across multiple government agencies.

Our Federal EAP services include support to Department of Defense, Air Force, Navy, Health and Human Services Federal Occupational Health, and Federal Aviation Administration.

We have a qualified nationwide network of approximately **135,000 credentialed providers**.

We maintain 24/7/365 call centers covering the 50 US states/territories continuously, and internationally. We managed **530 critical incident responses** in 2020 alone.

Military Transition Services

Through our support to the Defense Health Agency, Psychological Health Centers of Excellence (PHCoE) inTransition Program, we provide assistance to service members and veterans in obtaining psychological health care, usually when they are transitioning between health care systems.

We provide direct mental health coaching support to **10,000+** per year and have delivered quality services to more than **300,000** service members and veterans overall to date.



"As a Navy Veteran, I am humbled by the importance of our company's mission. The work we do to support warriors, veterans, civil servants, and family members helps them lead healthier lives and has a direct impact on our Nation's military readiness."

Oscar Montes, CEO Magellan Federal

In addition to these programs and services, we support the DoD and other government agencies on variety of behavioral health programs including:

- ▶ **Air Force Family Advocacy Programs**
- ▶ **Army IMCOM Family Advocacy**
- ▶ **Army Sexual Harassment/Assault Response and Prevention**
- ▶ **Navy ID Card Administration**