

Reimagining Behavioral Health for Our Children & Youth

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Magellan
HEALTHCARESM



Leading humanity
to healthy,
vibrant lives



Magellan HEALTHCARE.

Evidence based innovations for
emotional and physical health

- ✓ 50+ years in behavioral health
- ✓ 20+ years of specialty health management
- ✓ 54M behavioral & specialty lives*
- ✓ 1k+ employer contracts
- ✓ 110,000+ providers (in-person, telehealth)

Magellan Rx MANAGEMENT™

Full-service PBM focused on
high-growth specialty spend

- ✓ 40+ years in Medicaid pharmacy
- ✓ 30+ years in self-funded employers
- ✓ 16+ years in total specialty drug management
- ✓ 16M medical pharmacy & 2.5M PBM lives
- ✓ 25 states & DC in state Medicaid PBA business

Magellan FEDERAL

Improving the lives
of those that serve

- ✓ 5M federal lives covered
- ✓ 140+ year legacy of service
- ✓ 250+ worldwide locations
- ✓ 33% military-connected workforce
- ✓ 2,750 employees

9,000 Employees in all 50 states, D.C. and across the globe

*Includes Magellan Federal lives

WHY

Leading humanity
to healthy,
vibrant lives

HOW

OWN IT

If it is to be done, it's
up to us to do it

DELIVER

We are relentless in the
pursuit of value and results
for our customers

WIN TOGETHER

We believe in the collective
genius of our people and the
magic of teamwork

CARE

We care deeply about each
other, our customers and the
communities we serve

STAND TALL

We always do the right thing

EVOLVE

We embrace learning as a means to
reinvention – in all that we do

All of these delivered
by people who care

WHAT

Improved access
to high quality care

Improved outcomes
for complex
populations

Solving complex
pharmacy challenges

Humanized innovative
digital tools and programs

Insightful data & analytics
to drive better outcomes

Magellan
HEALTH®

Improving outcomes for complex populations

We serve customers and members through...



Employers



Health Plans



State and Local Agencies



Brokers and Consultants



by providing exceptional, evidence-based services...



Behavioral health



Specialty medical



Employee assistance



Complex populations

OUR EXPERTISE

50+ years

In behavioral health

20+ years

In specialty health

OUR COVERAGE

54 M

Behavioral & Specialty health lives

OUR PRESENCE

82

Health plans

1K+

Employer contracts

OUR BREADTH

Commercial
Exchange
Medicaid
Medicare
Manufacturing

Retail
Healthcare
Government
Global

Worldwide

Customer and member base



... and innovative solutions

COLLABORATIVE CARE



HUMAN PERFORMANCE



TELEHEALTH



AUTOMATED PRIOR AUTH



The right combination of high-touch and high-tech

Our Solutions

Health Plans



Behavioral Health

BEHAVIORAL
BH solutions designed to improve clinical outcomes while managing cost of care



Radiology

MEDICAL
Strategic cost-management approaches to impact utilization, safety and quality of care



Musculo-skeletal

MEDICAL
Multi-disciplinary specialty teams finding the least invasive approaches to care



Physical Medicine

MEDICAL
Proprietary software, profiling and clinical experts working to shape treatment



Cardiac

MEDICAL
Broad spectrum of cardiac imaging, assessment and intervention services



Automated Prior Auth

MEDICAL
Automated clinical decision support and authorizations at the point of care

Employer



EAP

BEHAVIORAL
Comprehensive employee mental health, wellbeing, and quality of life solutions for diversified workforces

Federal & State



Federal BEHAVIORAL & MEDICAL

Management consulting & program delivery serving the military community



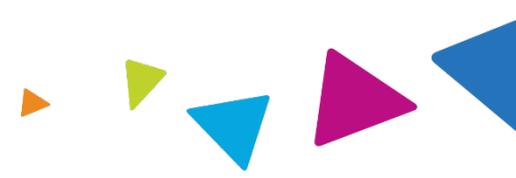
Public Behavioral Health

BEHAVIORAL
Addressing the complex needs of special populations with innovative and compassionate behavioral health services and programs



Autism - Background

Prevalence rates of Autism



* Center for Disease Control and Prevention (CDC) prevalence estimates are for 8-year-olds. For the latest data (e.g. 2020), figures are from 2018.



** Data from the Centers for Disease Control and Prevention (CDC) prevalence estimates for 8-year-olds (Autism and Other Neurodevelopmental Disabilities: 2000-2010) and the report (Mandula, 2014) figures are from 2018.

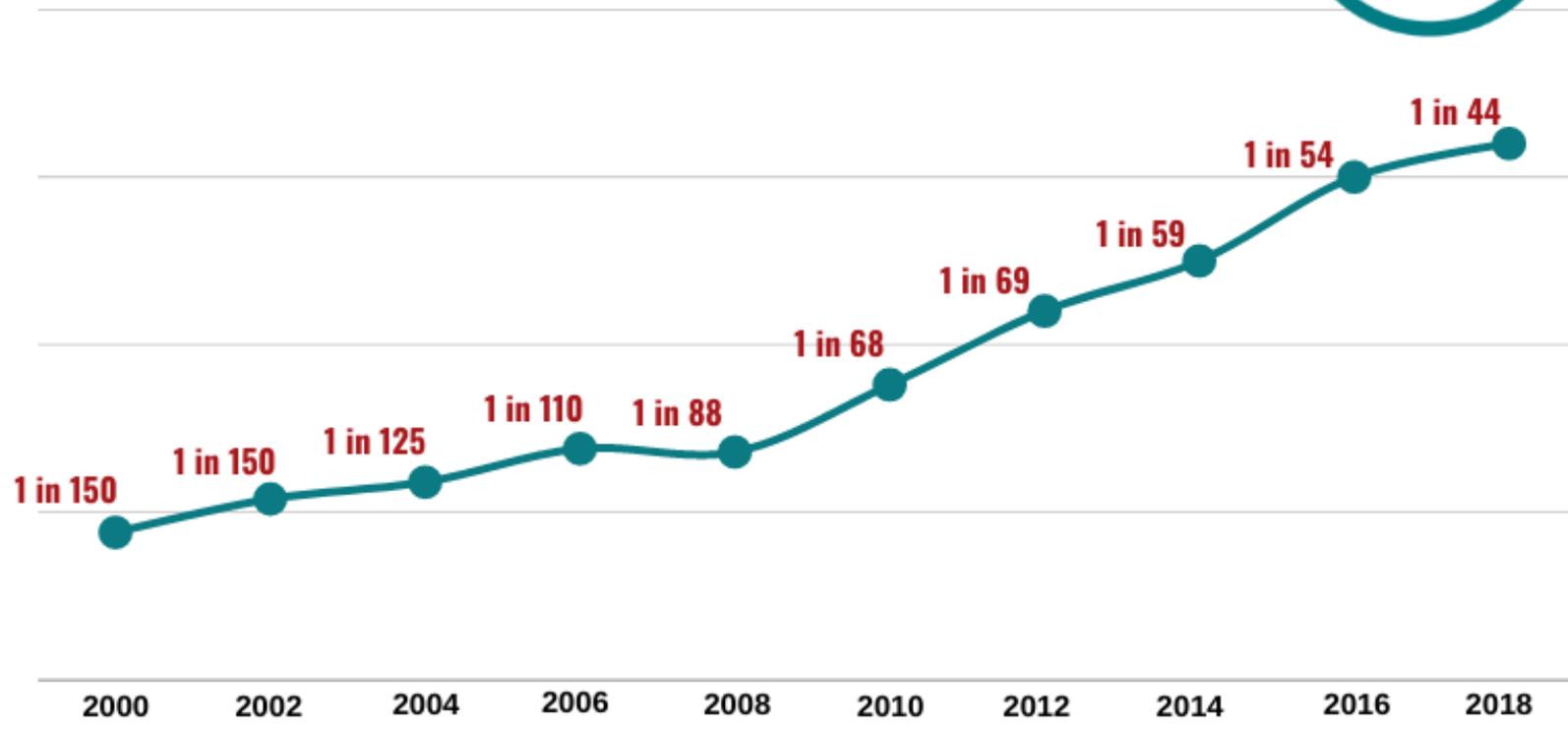


autism prevalence

AS REPORTED BY THE CDC - ADDM REPORT 2000 - 2018



■ Survey Year



The challenge of managing autism services



Treatment

- Goal plans are individualized and require extensive monitoring to ensure they are necessary for the child's functioning.
- Extensive monitoring required to ensure goal plans are appropriate for the child's individual challenges.
- Heavy reliance on caregivers requires extensive training and monitoring of progress against caregiver goal.

Systemic

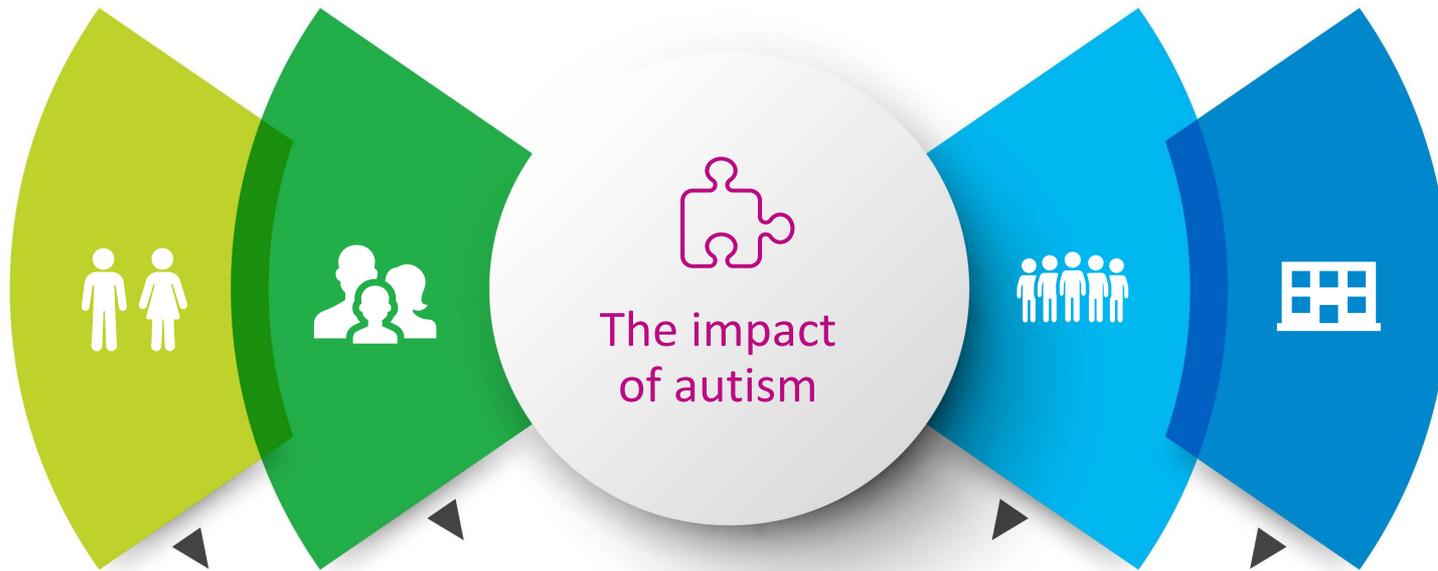
- Poor coordination among schools, private entities and local human services programs addressing the needs of the child.
- High-cost educational intervention overlaps with school-based services and medical intervention.

Clinical / Medical

- Limited academic literature to support decision-making for intensity and length of care.
- Specific medical necessity criteria that drives complex decision-making on the child's goal plan.
 - Increased demand for ASD treatment providers driven by legislation.
 - Difficulty finding quality providers due to attempts to keep pace with new laws.

Regulatory

- High expectations and high risk associated with mandated coverage.
- Inconsistent and sometimes inadequate credentialing requirements from state to state.



Children

- 1 in 44 children has autism¹ (some states are as high as 1 in 28).²
- Most children don't receive a diagnosis until after age 4 (indicators present much earlier).³
- 72% of children with autism also have a comorbid psychiatric diagnosis.⁴

Families

- Families with a child on the autism spectrum have up to an 18% chance of having a second child with autism.⁵
- \$40K - \$60K in annual treatment costs per person.⁶
- 40% of parents need help balancing work and family responsibilities.⁷
- Nearly 50% of caregivers need help managing emotional and physical stress.⁸

Communities

- \$268 billion in direct medical and non-medical, and productivity costs per year.⁹
- All 50 states require applied behavior analysis (ABA) as part of their essential benefits.¹⁰
- All 50 states and Washington, DC have specific or limited mandates for autism coverage.¹¹
- Educating a special needs child costs schools \$9,369 more per student.¹²

Businesses

- 250 lost work hours per person per year in caring for an autistic child.¹³
- \$3K - \$5K in lost productivity per person per year.¹⁴
- Parents of children with autism work almost 250 hours less per year, an average of 3-5K per person in lost productivity.¹⁵

¹<https://www.cdc.gov/ncbddd/autism/data.html>

²<https://worldpopulationreview.com/state-rankings/autism-rates-by-state>

³<https://www.autismspeaks.org/autism-statistics-asd>

⁴<https://www.psychiatrictimes.com/view/recognizing-and-treating-comorbid-psychiatric-disorders-people-autism>

⁵<https://www.autismspeaks.org/autism-statistics-asd#:~:text=Parents%20who%20have%20a%20child,95%20percent%20of%20the%20time.>

⁶<https://www.autismspeaks.org/financial-resources-autism-help>

⁷⁻⁸<https://www.workforce.com/news/working-parents-finding-support-for-their-special-needs-children>

⁹<https://www.statista.com/statistics/316036/cost-of-autism-spectrum-disorders-us/>

¹⁰<https://www.autismspeaks.org/state-regulated-health-benefit-plans>

¹¹<https://www.disabilityscoop.com/2019/10/01/autism-insurance-coverage-now-required-50-states/27223/>

¹²<https://www.thinkinclusive.us/when-the-school-wants-to-remove-iep-services/#:~:text=The%20National%20Educational%20Association%20states,%2416%2C921%20per%20special%20education%20student.>

¹³⁻

¹⁵<https://www.workforce.com/news/working-parents-finding-support-for-their-special-needs-children>



A ONE-OF-A-KIND SOLUTION

As the first to market with an autism solution, Magellan Autism Connections®, we have strong partnerships with well-respected providers and advised many states as they developed and executed legislation.

Our solution goes beyond traditional care. By combining our expertise in Applied Behavior Analysis, cutting-edge technology and attention on caregivers, all impacted lives get the care they need.



Current state of Magellan's Applied Behavior Analysis (ABA) program



Manage 7,000 – 9,000 ABA members nationally

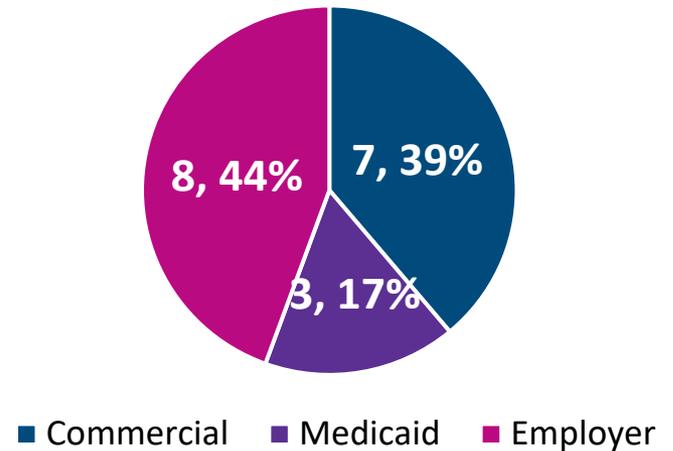


Team of 22 with 18 ABA Care Managers (>80% are BCBAs) with an average of 17 years experience in ABA



12 health plans (3 ABA standalones) in 35 states

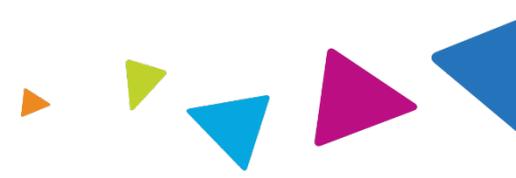
Breakdown of ABA accounts



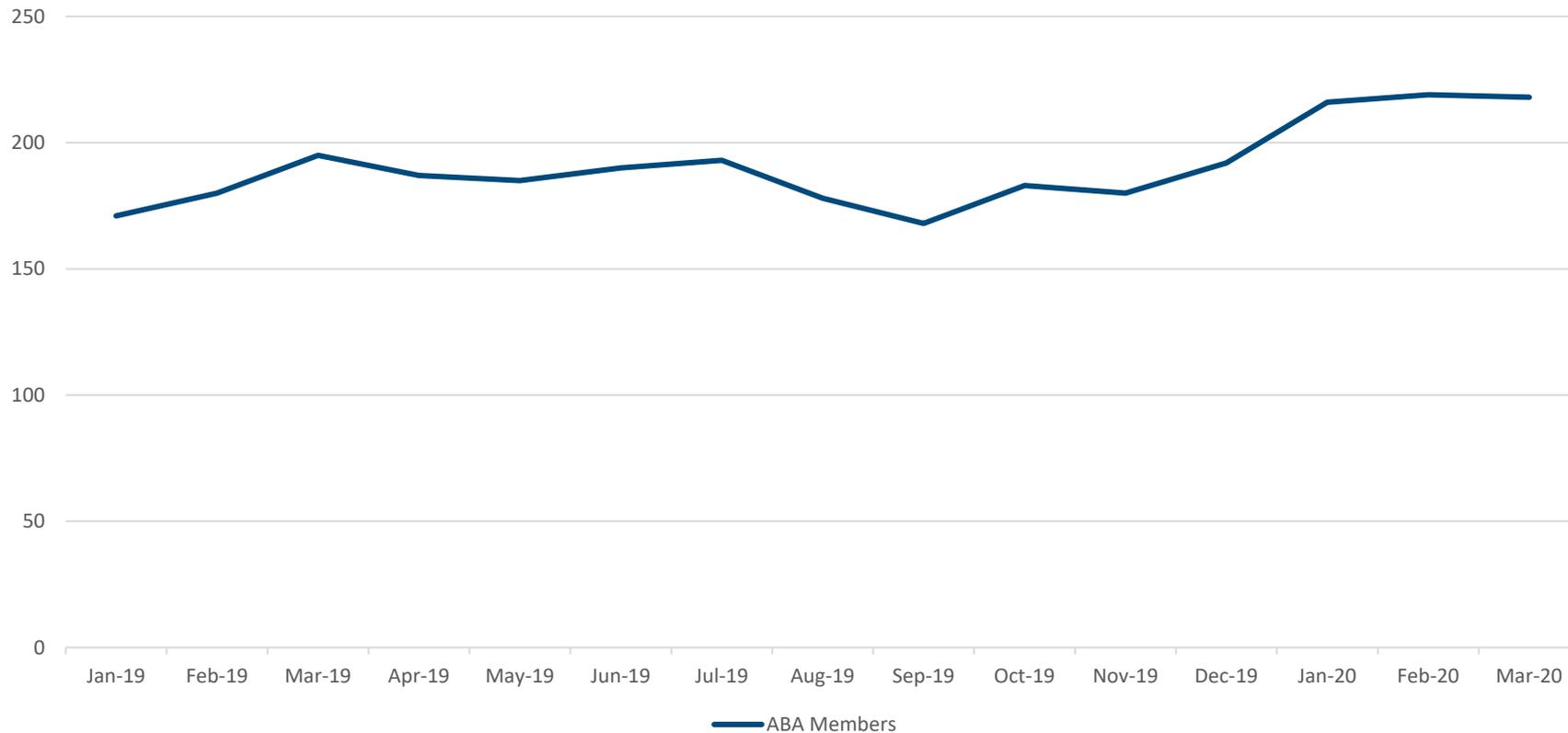


Reimagining Children's Services

Total Members Accessing ABA per Month



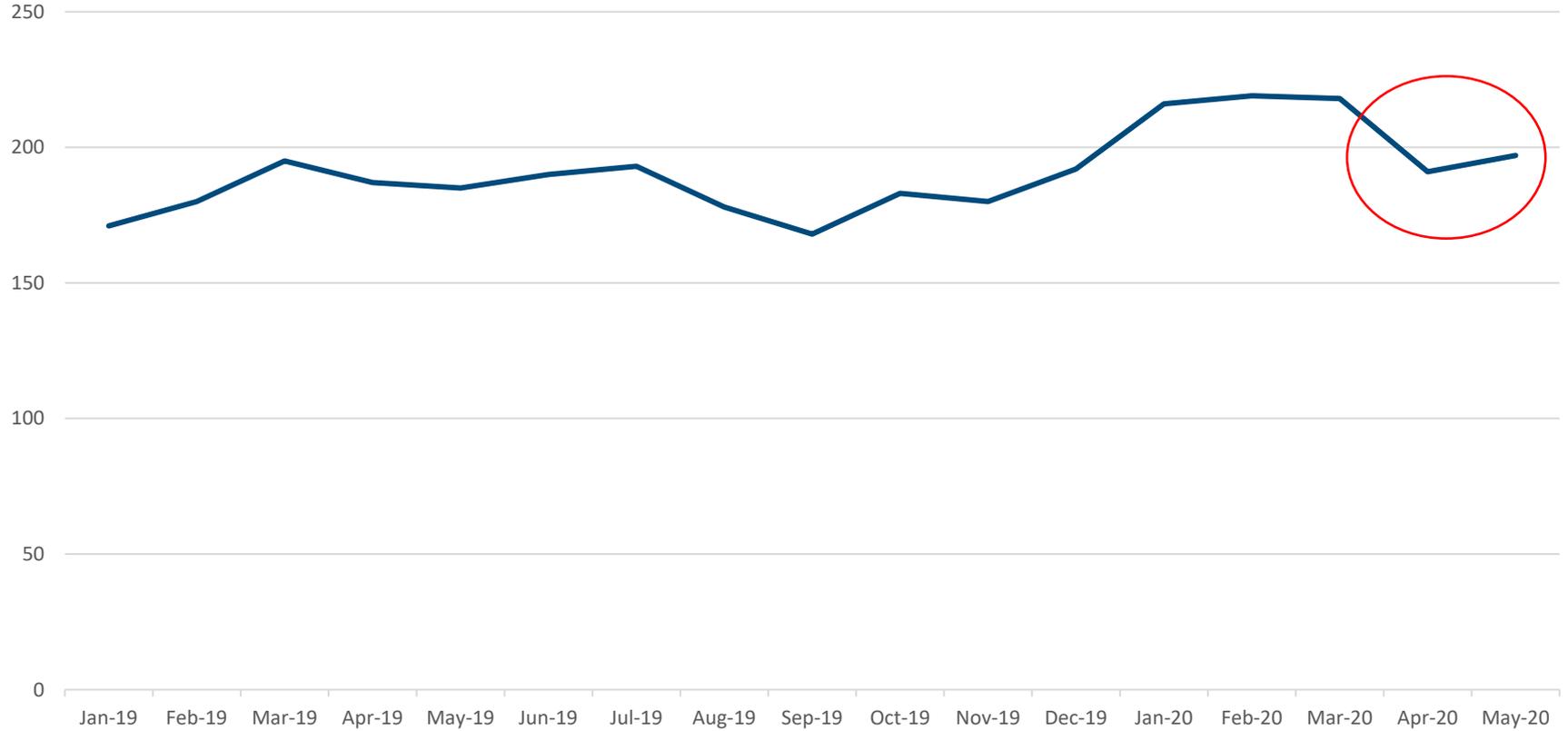
Total Members in Services per Month



Total Members Accessing ABA per Month – COVID



Total Members in Services per Month



Early indicators of COVID on accessing ABA



↓ 13%

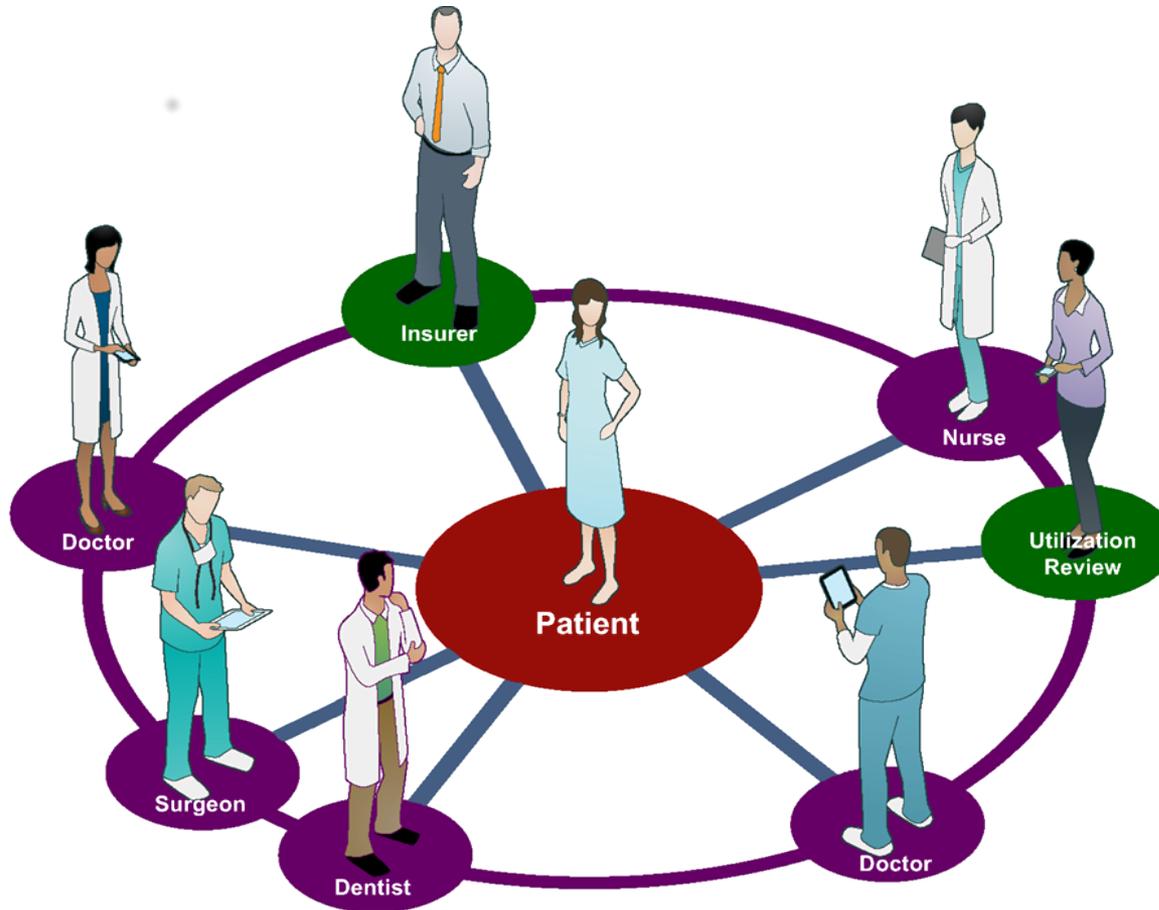
Outreaching Members and Providers



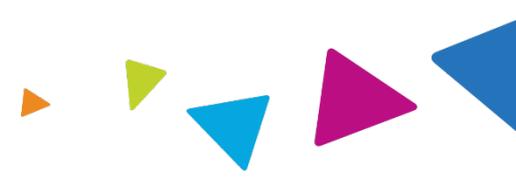
Member and
Provider
outreach



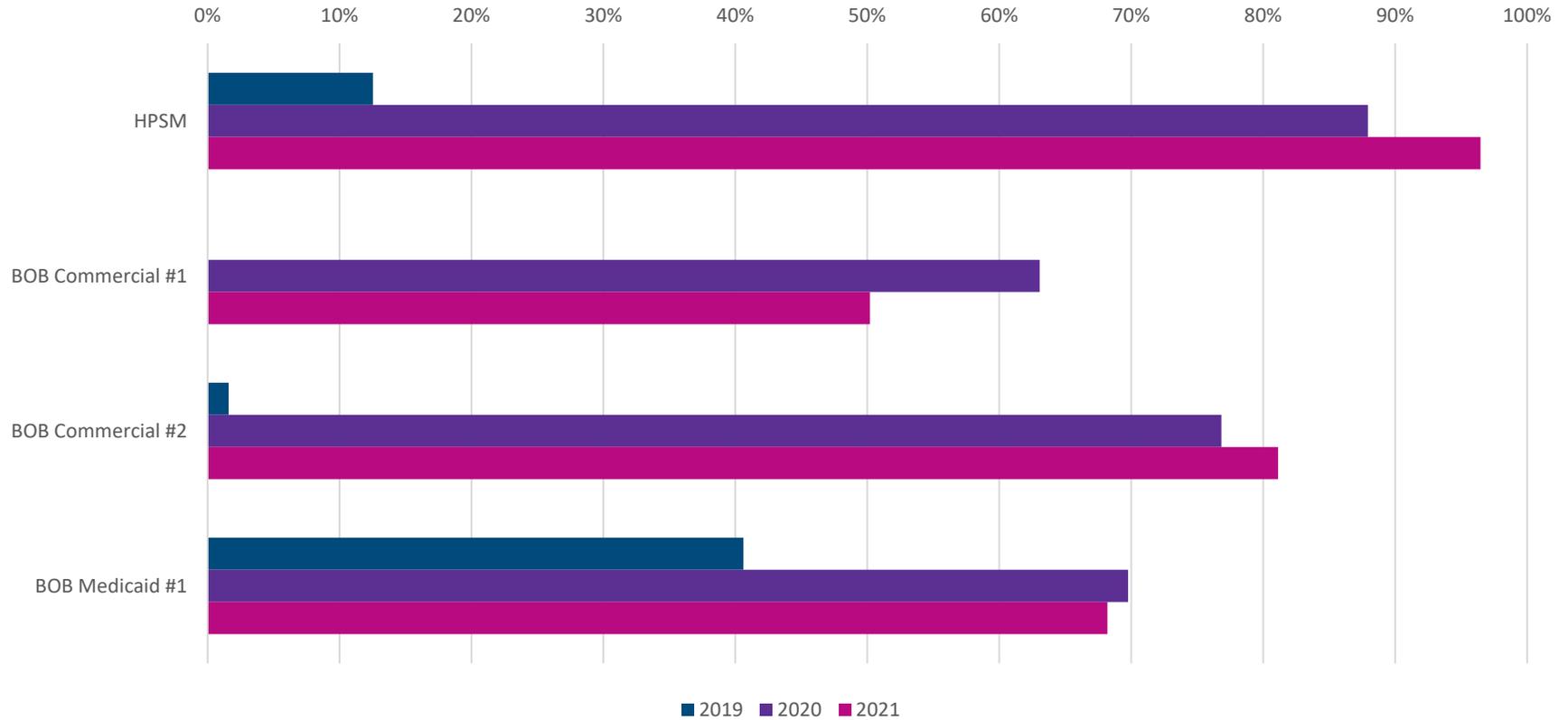
Interdisciplinary Team Meetings



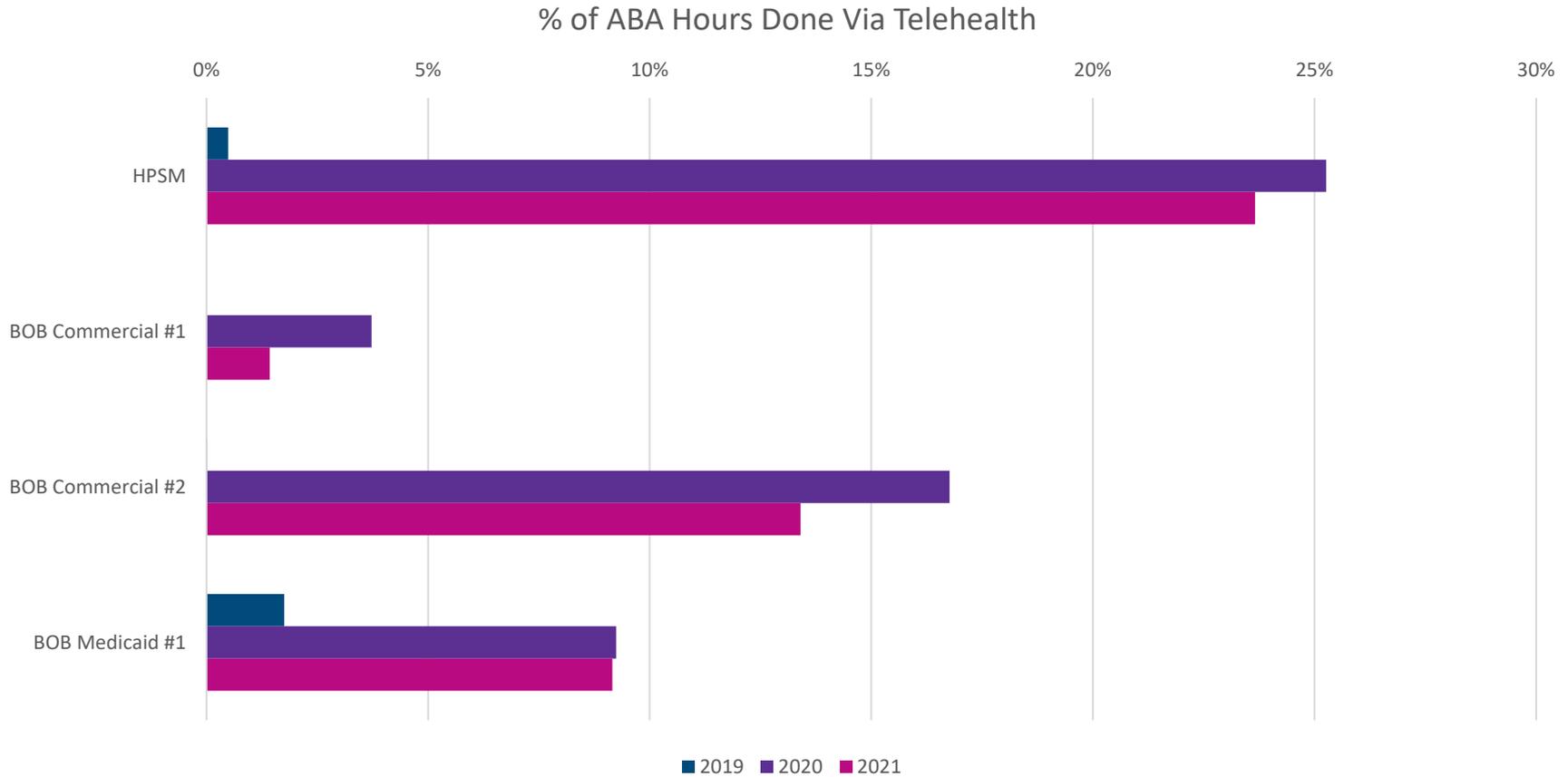
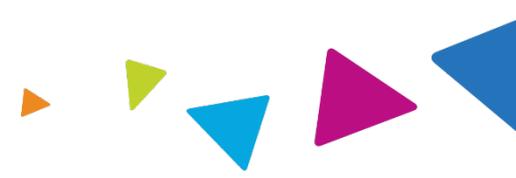
Telehealth Utilization



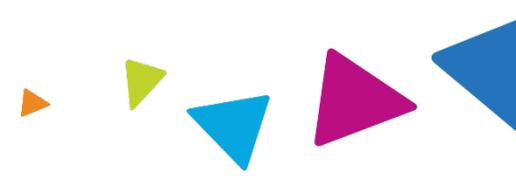
% of ABA Members with Some Telehealth



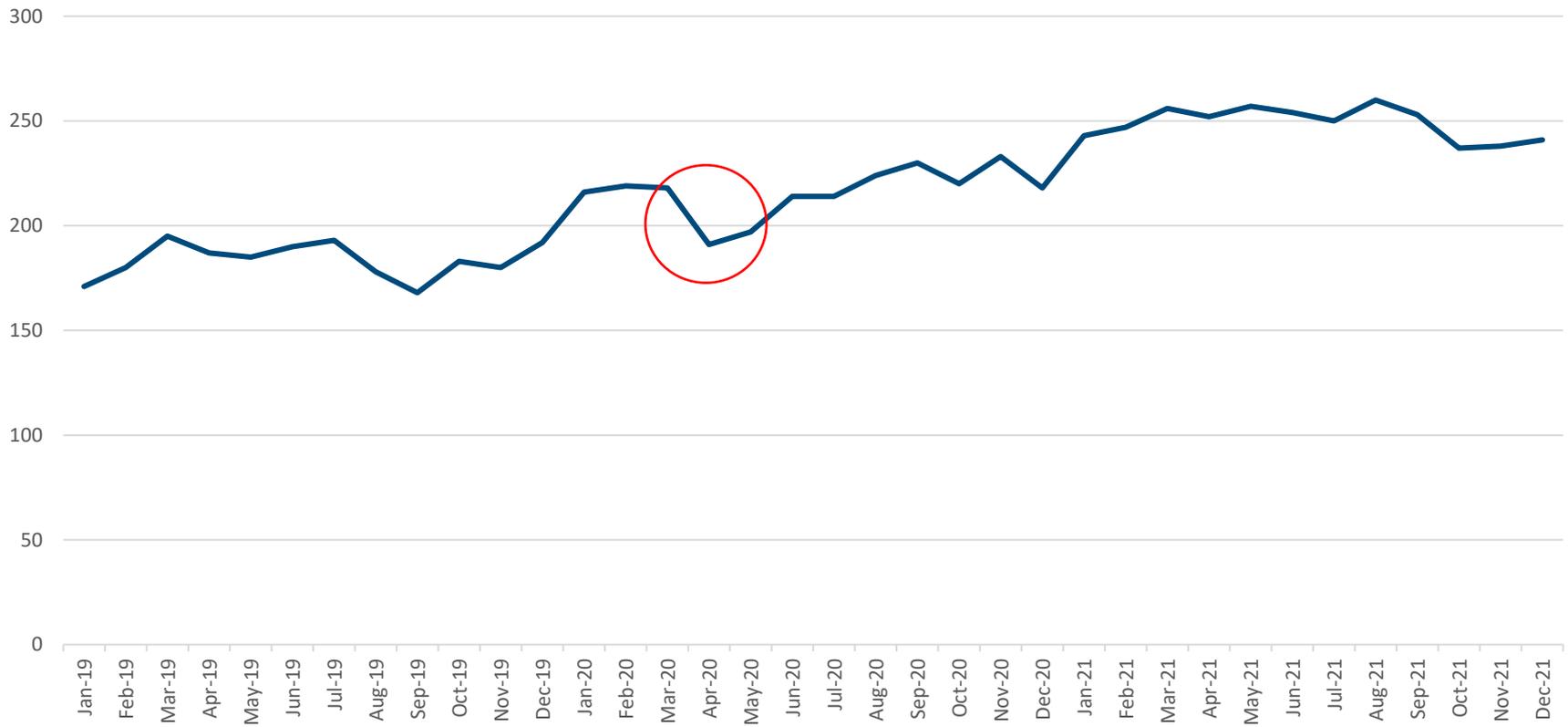
Utilization of Hours via Telehealth



Results – Total Members in Services per Month



Total Members in Services per Month



NPS Score during COVID

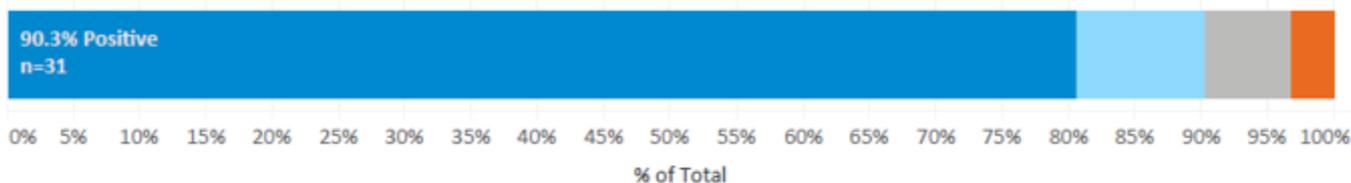


Autism Support Services Survey

Most recent data refresh: 1/13/2021

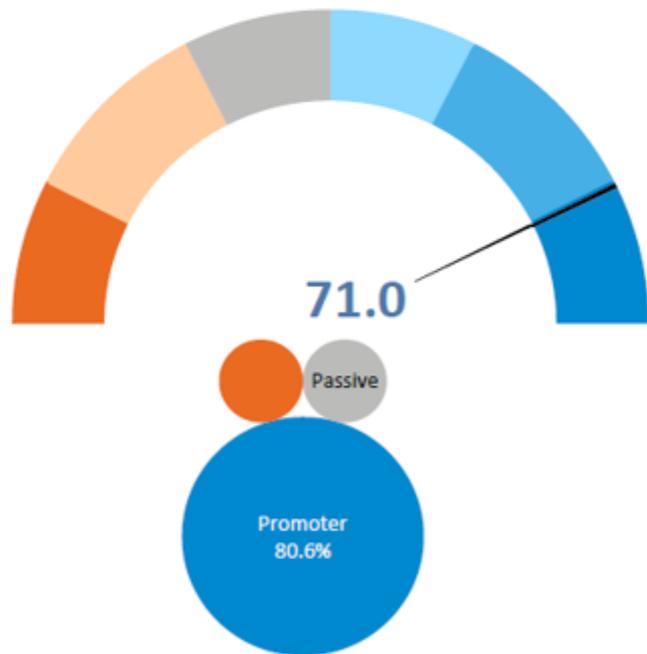
Magellan Experience Index

Overall, how satisfied are you/your family with Magellan's Autism Support Services?

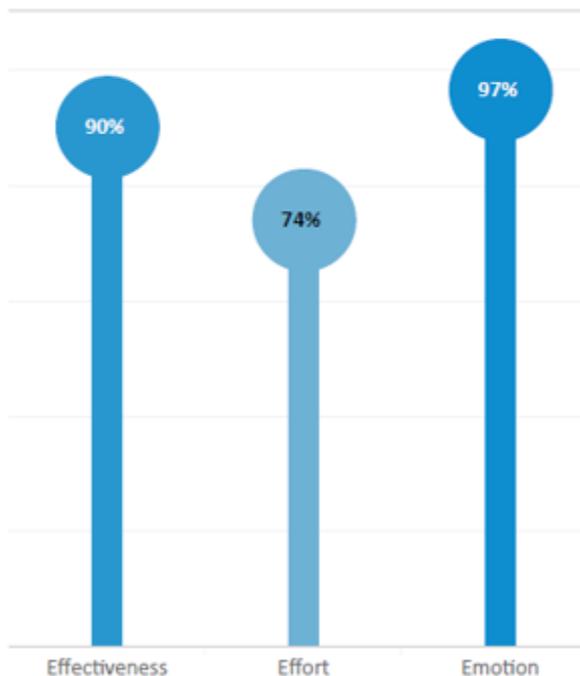


- Full OSAT Category
- Completely dissatisfied
 - Neither satisfied nor diss..
 - Somewhat satisfied
 - Completely satisfied

Net Promoter Score



Effort, Emotion, and Effectiveness



Survey Year Parameter
2020

Account

Respondent Type
All

Clear All Filters

Industry healthcare net promoter score is 14

<https://www.questionpro.com/blog/nps-benchmarks/>

Results



In 2020, 7%
increase in
members
accessing ABA

56% **increase** in
weekly hours 12
months later

CDEs conducted
via telehealth went
from **0% to 93%**



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