



Provider Notice

We appreciate your efforts!

During the holiday season, it is always an important time of reflection. This year, more than ever, we are all burdened with the gravity of events and circumstances of 2020. And it certainly appears that the remainder of 2020 and unfortunately a majority of 2021 will continue to produce difficult times and likely grief for many of us.

That said, there are many positives in our world and hopefully in your individual lives. For example, at Magellan we are blessed to have a strong team of committed leaders and professionals dedicated to the coordination of care for our members, and we are so thankful for our provider network and each individual provider. We are appreciative of our providers each and every year, and never more so than in 2020 when each provider was confronted with the most challenging business and public health decisions of our lifetimes. Despite these challenges, the provider community was innovative and totally determined to care for our members through telehealth and other virtual means. Thank you, we appreciate your commitment to collectively move forward and to face these challenges head on.

We also know that too often a provider's commitment to their career can lead to less opportunity for engagement at home. We hope this isn't the case, but recognize that for many people this is likely a reality that must be addressed. Magellan appreciates your hard work and dedication to your/our mission, and we strongly encourage you to find time for **YOU** and **YOUR FAMILY**.

- **Maybe it's an early morning walk with your spouse?**
- **Maybe it's a long lunch with your kids when they're home from school?**
- **Maybe it's a hike over the weekend before the weather gets too cold?**

Whatever opportunity is appropriate for you and within your work environment, we encourage you to find time for **YOU** and **YOUR FAMILY** during the upcoming holiday season and onwards.

Thank you for all you have done for our members and we wish you a Happy Holiday Season and a better 2021! Take care.

Important reminder to share:

- **In April, Magellan Healthcare opened a 24-hour toll-free crisis line to address the mental health and emotional well-being concerns of our nation's first responders and healthcare workers. We encourage you to share this phone number with family, friends and colleagues.**
- **Call 1-800-327-7451 (TTY 711) to speak with a certified, licensed mental health clinician.**

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