



Magellan Work Life Resources

Oncor’s Magellan confidential resources are here to help you and your eligible household members with personal or job-related concerns and other life needs. Spanish-speaking representatives and counselors are available.

Work-Life Services	Access online specialists who can provide expert guidance and personalized referrals to service providers in your area. You can explore topics about child care and parenting; pregnancy and adoption; adult care and aging; education; daily life issues; and relocation services.	Lifestyle Coaching	Get help to achieve short-term, goal-oriented results, using SMART goals. Address issues such as work stress, improving relationships, mild substance abuse, not getting enough sleep, weight loss, and mild mood issues. You can meet with the same coach by phone or video for up to six sessions per year lasting up to 45 minutes.
Family Support Benefits: Backup Care	From anywhere and at any time, you can access care for children, adults, and pets when you need to work. You can choose care through nationally recognized care services with a \$10 copay per visit up to five visits a year , or reimbursement of up to \$75 per day if you prefer to use other licensed providers, friends, or family to provide care. To create an account, log in to the Magellan site and follow the instructions.	Counseling and Mental Health Services	Magellan provides convenient, confidential counseling to help you cope with different challenges you may face, including mental health services, personal/family issues, substance abuse, anger management, and emotional problems that impact health, wellbeing, or job performance. You can have up to eight (free to you) pre-paid face-to-face sessions per issue, per 12-month period . The program offers in-person and virtual therapy options through a national network of licensed professionals.
Legal Services	Have a 60-minute consultation per issue per year with an attorney or mediation expert with a discounted fee for continued services. The service addresses issues such as custody/divorce, real estate, taxes and audits, and trusts and wills. You will be responsible for costs after the consultations have been used.	Identity Theft Resolution	You can access a 60-minute consultation via phone with a Fraud Resolution Specialist. You may also access online resources through Magellan’s website. This service is different from the Identity Theft Protection Option through Norton LifeLock Benefit Plans described on page 25 of this guide.
Financial Wellness	You can access three free 30-minute consultations with a Money Coach via phone to address budget planning, debt and credit, college and retirement, and loans and mortgages. You can receive a discounted fee for continued services. You will be responsible for costs after the consultations have been used.	For details or questions about any above programs, contact Magellan Healthcare member.magellanhealthcare.com or 1.800.327.6608 .	