

Magellan Health Background Check and Drug Screen FAQs

I have worked for Senior Whole Health for many years. Why do I have to complete a background check and drug screen now?

Magellan is regularly required to attest in both government and non-government customer contracts that all employees successfully complete pre-employment screenings, including background checks and drug screens. Magellan's multiple accreditations also require the successful completion of pre-employment background investigations and drug screens for every employee.

Failure to meet these requirements could result in the loss of contracts and/or accreditations, and could potentially limit Magellan from qualifying for future opportunities.

How long do I have to complete these requirements?

Once you receive the email notifications from our background vendor, Certiphi, you will have **48 hours** to complete your drug screen; and **seven (7) business days** to complete your background check application. The invitation to complete the application online and the details about scheduling your drug screen will be emailed to your work email address. Please carefully read and follow the instructions outlined on the emails for completing both the drug screen and background investigation application, and contact Certiphi immediately with any questions.

What happens if I do not complete these requirements?

Successful completion of the background investigation and drug screen is a condition of employment with Magellan; therefore, successful completion of both are required for employment at Magellan.

How detailed do I need be when completing my background investigation application? Is it really that important to remember exact dates?

It is critical for you to provide precise information on your background application. The background check vendor's job is to verify the information you provide. Discrepancies between what you enter and what they verify could lead to an adverse decision on your background investigation report.

Here are some tips to ensure you are best prepared for completing your background check application:

- ❖ Set some time aside before beginning the background check application to recall details about your education (start/end dates; type of degree/diploma; major); and the last seven years of your employment history (start/end dates, title) before you begin the application.
- ❖ Provide truthful and accurate information to reduce the need for follow up or a potential adverse decision based on inaccurate information provided.
- ❖ Employment history section:
 - Enter **seven (7) full years of employment history**. All employment during this period must be verified through either employment verification with the employer or documentation of employment.
 - Enter accurate start dates, end dates and job titles for every job listed in the seven-year timeframe.
 - If there were gaps in employment during the seven year period, clearly document the timeframe and reason for the gap(s) – i.e., unemployed, etc.

- If you check off “do not contact” for any employers you list on your application, be prepared to submit documentation to the background check vendor demonstrating your employment during that period. Documentation may include pay stubs, W-2s or 1099 forms.
 - If you do not have this type of documentation, you may contact the IRS directly for copies of your employment transcripts: <http://www.irs.gov/Individuals/Get-Transcript>
- ❖ Education section:
- Include your highest degree earned. This means a completed college degree if you have one. If you do not have a college degree, enter your high school diploma or GED information.
 - Do NOT include partial coursework taken towards a college degree if you have not yet earned a degree, even if you are currently enrolled in courses.
 - Do NOT include certificate programs as they are not considered degrees or diplomas.
 - If your high school is your highest level of education but your diploma cannot be verified because the school has closed, be prepared to provide the following information/documentation to the background check vendor:
 - Contact information for the school district in which your school was located; and/or
 - A copy of your high school diploma or equivalent.

For details regarding Magellan’s background check process, please reference the *Employment Background Investigation policy*.

In 2016, Massachusetts passed a law legalizing recreational marijuana use in the State. Does that mean Cannabis will not be included in the drug screen?

While some individual states, including Massachusetts, have legalized recreational marijuana use in recent years, marijuana is still listed as a Schedule I controlled substance under the federal Controlled Substances Act. Therefore, any use of marijuana is strictly prohibited under federal law and, as noted above, Magellan requires drug screens for all new employees to comply with federal and contractual requirements.

What else should I know about the drug screen?

- ❖ Our drug screen vendor, Certiphi, contracts with thousands of certified labs across the company so you should not have an issue finding a location near your home or office. Many labs are open before and after general work hours.
- ❖ It is advisable to make an appointment in advance to reduce your wait time and to ensure you do not miss the deadline to complete your screening.
- ❖ Do not bring children with you to your appointment. The lab does not allow individuals to bring children in the testing area or leave them in the waiting area, and your appointment will be cancelled.
- ❖ Contact Certiphi directly with scheduling or other questions related to the drug screen, lab hours, and other questions pertaining to the drug screening process.

For details regarding Magellan’s pre-employment drug test process, please reference the *Drug Free Workplace policy*.