

Magellan Health Background Check and Drug Screening FAQs

General FAQs

I have worked for AFSC for many years. Why do I have to complete a background check and drug screening now?

Magellan's [Drug-Free Workplace](#) and [Employment Background Investigations](#) policies require all employees and new hires to successfully complete a drug screen and background check. 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 screenings. Magellan's multiple accreditations also require the successful completion of pre-employment background checks and drug screenings for every employee.

Other reasons for adoption of the Background Checks and Drug-Free Workplace policies include:

- Employee health and safety;
- Provide assurance to customers of reliable and consistent service from our employees;
- Compliance – demonstrates AFSC complies with the Drug-Free Workplace Act and federal law;
- Background checks validate employee experience and education for Labor Category Qualifications that may be required for Time and Material and Labor Hour contracts; and
- Consistent application of background checks and drug screening is a common practice of larger federal contractors.

How long do I have to complete these requirements?

The Certiphi email provides contact information so you can schedule your drug screening. Certiphi will also provide you with a registration number that you will need to present at your drug screen appointment.

Your drug screen must be completed within 48 hours of your getting the registration number from Certiphi. Drug screen registrations will expire at the end of the day on Wednesday of your designated background check and drug screen week.

The invitation to complete the application online and the details about scheduling your drug screening will be emailed to your @AFSC.com email address. Carefully read and follow the instructions outlined in the emails. If you can't find an answer in the communications, job aids or frequently asked questions, you can email AFSCBackgroundChecks@MagellanHealth.com.

How will international employees be tested?

For employees who reside in Alaska, Guam, Hawaii and Puerto Rico (U.S. Territories) and outside of the United States, Certiphi will FedEx you a package so you can contact a designated screening facility

convenient to your location. Your drug screen must be completed within 48 hours of when you receive your FedEx package from Certiphi.

What happens if I do not complete these requirements?

Successful completion of both the background check and drug screening is a condition of employment with Magellan; therefore, completion of both is required for employment at Magellan.

Will communications be sent to AFSC email only? Or will the message be sent to personal or DOD email addresses, too?

All communications will occur via @AFSC.com email address. Therefore, employees need to check their AFSC emails regularly to ensure they are in compliance and do not miss important requirements and deadlines.

I submitted my information weeks ago. Now I've been contacted by Certiphi (or Magellan). What should I do?

If you are contacted, make every attempt to connect back with Certiphi as soon as possible. This will ensure the process runs as smoothly as possible.

Drug Screening FAQs

Will the location of testing facilities be determined by home or work ZIP code?

When you contact Certiphi to register for your drug screen, you will have the option to use either your home or work ZIP code, whichever is most convenient for you. Certiphi partners with thousands of certified labs across the country, 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.

Can I or should I make an appointment with the lab?

Yes. You must register via Certiphi's OHS team to make an appointment in advance, which will reduce your wait time and ensure you do not miss the deadline to complete your screening.

What should I know about going to the lab?

- Be prepared – this is a professional drug screen lab. You must adhere to their specific rules while you are on their premises. The lab will cancel your appointment and as a result, you could miss the deadline to complete your screening.
- Do not bring children with you to your appointment. The lab does not allow children in the testing area, and you cannot leave them alone in the waiting room. The lab will cancel your appointment and as a result, you could miss the deadline to complete your screening.
- Arrive well in advance of the lab's closing hours and ensure you are able to produce a large enough specimen for the drug screening.

Regarding drug screening, is this a urine or blood test?

Urine.

What happens if my drug screening result is positive?

In accordance with Magellan's Drug-Free Workplace Policy, in cases where a positive drug screen result is returned from the lab, Certiphi's Medical Review Officer (MRO) will attempt to contact you to give you an opportunity to provide a legitimate medical explanation to account for the result. If you are contacted by the Medical Review Officer, respond as soon as possible.

When the MRO can determine that a legitimate medical explanation exists, the MRO will report the result as negative. If a legitimate medical explanation does not exist, the MRO will report the result as positive.

What if my drug screen results were diluted?

Magellan will notify you if your results were diluted (which means your specimen was not concentrated enough). If the specimen is diluted, a second test will be ordered and must occur within twenty-four (24) hours of receipt of the registration email.

Will I need a list of my medications?

No. The testing site will only collect your sample. You will not have the opportunity to list or discuss any medications that you are taking during their appointment. If a positive drug screen result is returned, or more information is required to evaluate the results, Certiphi's Medical Review Officer (MRO) will reach out to you directly to review any legitimate medical explanations and/or documentation to account for the result.

Background Check FAQs

If the customer requires a background check, NACI, CNACI, Secret Clearance or other reviews based on the Contract requirements, do I have to complete Magellan's background check?

Yes. Regardless of customer required security clearances, all Magellan employees are required to comply with Magellan's policies, which includes completing Magellan's Employer Background Investigation policy.

What exactly is involved in the background check?

The elements that will be investigated are in the policy, which is available to all employees now via [Information Station](#) website, and are included in the advance communications you received.

What can I do to avoid a delay or complication with my background check?

- ✓ Provide accurate employment dates on the application.
- ✓ Provide valid contact information for prior employers.
- ✓ Get the appropriate employment documentation that will be needed if you ask Certiphi not to contact prior employers.
- ✓ Complete the education section correctly – only listing the highest diploma or degree program that has been completed.

- ✓ Respond quickly to requests for additional information from Certiphi and/or Magellan.

Will employees be subject to a credit check?

No. Credit checks are not part of the standard background check packages. Credit checks are limited to those specific positions that have access to sensitive financial company data, or if there is a specific contract requirement for a credit check.

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

Yes. It is critical for you to provide precise information on your background check application. Certiphi'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 check.

To avoid delays or an adverse decision, set aside time in advance to pull together all your information and provide truthful, accurate and thorough answers.

❖ Employment History:

- Enter **seven (7) full years** of employment history.
- All employment during this period will be verified through either employment verification with the former employer or through documentation of employment. *Please note:* Your employment with AFSC will be counted toward your seven (7) year employment history requirement and will not be verified as part of this process.
- Enter accurate start dates, end dates and job titles for every job listed in the seven-year timeframe. Provide good contact information (name, title, phone number).
- If you had periods of unemployment during the past 7 years, list those as well as your employers. Remember, all seven years must be accounted for!
- If a former employer has closed, or if you check the box on the application that says you do not want Certiphi to contact them, then you must provide documentation of your employment. This can be in the form of W-2s, tax transcripts, pay stubs from beginning/end of the period in question. If you do not have this information, you will be expected to obtain it by contacting the IRS at <http://www.irs.gov/Individuals/Get-Transcript>.
- If the start/end dates on your application do not match with the information provided to Certiphi by your former employer(s), your employment verification will not be completed/passed. Certiphi will contact you first, and if you do not respond, Magellan will follow up. Be sure to respond to attempts to reach you and provide the requested information/documentation.

❖ Education section:

- Include your highest level of education completed. This means a completed college degree, if you have one. If you do not have a completed 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 completed that degree, even if you are currently enrolled in courses because Certiphi will mark your background report as incomplete, and you will

have to provide documentation of your high school diploma or equivalent, causing additional follow up with you, and delaying the approval of your background report.

- Do NOT include certificate programs as they are not considered degrees or diplomas for background check purposes. When you have access to Workday later this year, you can input your certifications into your Talent Profile.
- If you have not earned a high school diploma or equivalent, note that on your application.
- If high school is your highest level of education, but your diploma cannot be verified because the school has closed, you will need to either contact the school district in which your school was located; and/or provide a copy of your high school diploma or equivalent.

I have a conviction on my record. Am I going to lose my job?

A conviction will not necessarily be a bar to employment. This information will only be used for job-related purposes consistent with applicable law and customer/company security requirements. Factors such as age at the time of offense(s), recentness of the offense(s), seriousness of the offense(s), nature of the violation(s), its relation, if any, to the work you perform and rehabilitation will be taken into account. Misrepresentation or omission of pertinent facts could result in immediate dismissal. Additionally, this information will be held in the strictest confidence and only with need to know individuals in accordance with Magellan policies.