

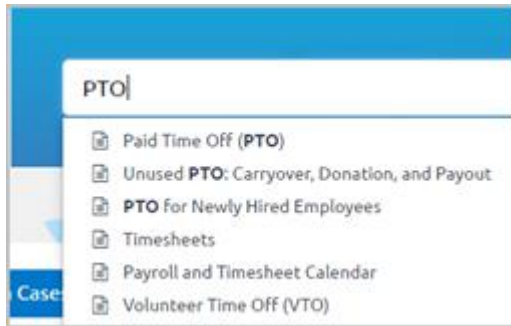
The **VERN** portal page can help you to:

- Quickly obtain information on HR topics
- Access your HR **Open** and **Closed** cases easily
- Initiate and manage communications with HR subject matter experts

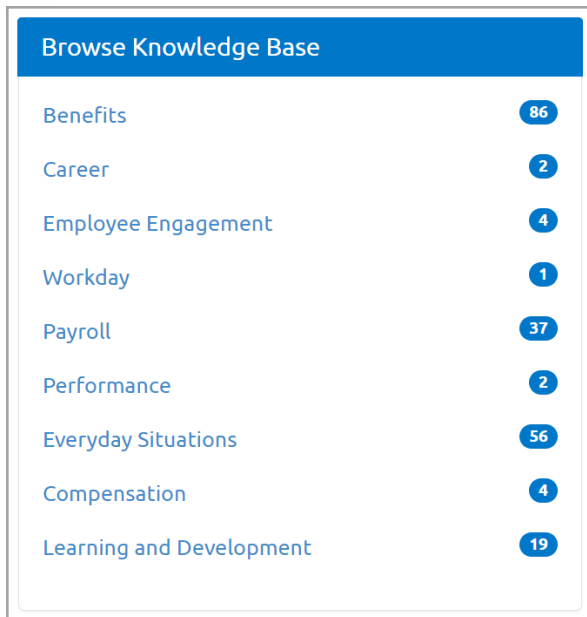
The screenshot displays the VERN portal interface. At the top left is the Magellan Health logo. The top right navigation bar includes links for Knowledge Base, Employee Relations, My Closed Cases, Help, and a user profile for Lisa Springer. A large banner features a cartoon character and the text "Turn to VERN Virtual Employee Resource Network". Below the banner is a search bar with the placeholder text "How can we help?". The main content area is divided into several sections: "My Open Cases" showing a "Compensation Inquiry from Lisa Springer" (HRC0001234 • Ready • 16d); "Browse Knowledge Base" with a list of categories and article counts (e.g., Benefits: 86, Payroll: 38); "Trending Topics" with articles like "Educational Assistance - Getting Started" (101 Views) and "Using VERN to answer your HR Questions" (94 Views); "My Profile" for Lisa Springer, Business Analyst II, with contact information; and "Suggested Readings" including "Using VERN to answer your HR Questions", "Employee Handbook and HR Policies", "Payroll and Timesheet Calendar", and "Holiday Schedule and Calendar".

The Search function, **How can we help?** allows you to quickly find answers to your HR questions.

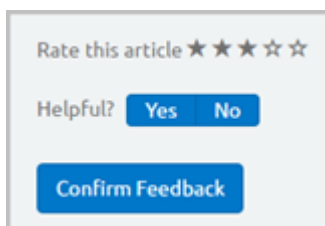
Simply type key words and the article titles start to appear. Submit the search to view the results.



You can also search HR topics via **Browse Knowledge Base** from the VERN home page.

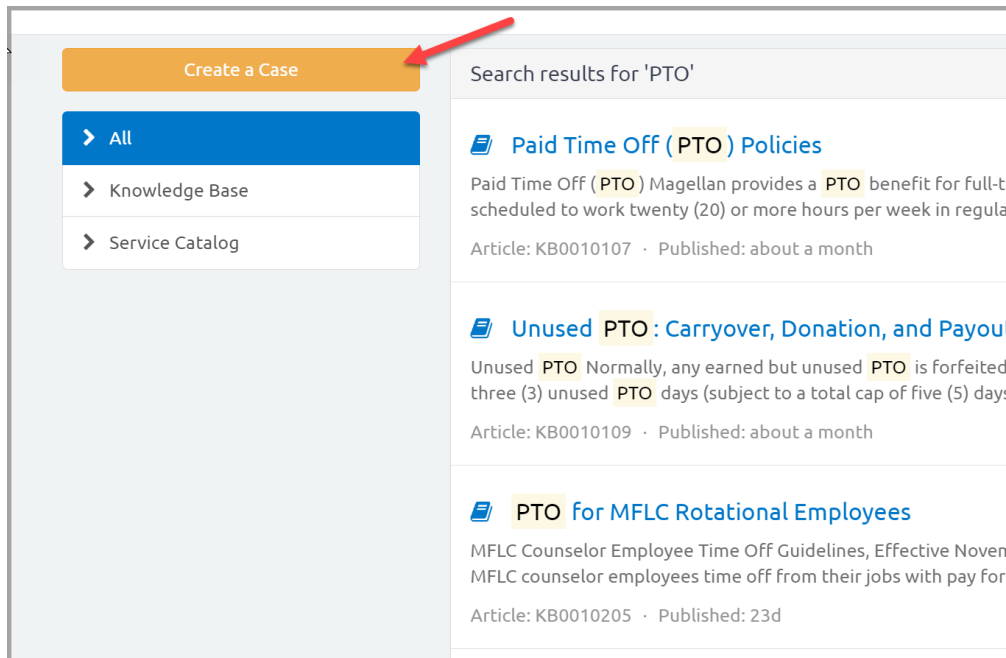


The HR Team would like your feedback on each article you read. You are able to **Rate this Article** and respond if the article was **Helpful** or not. Click **Confirm Feedback** to submit the feedback.



Not finding the answer?

Create a Case with an HR subject matter expert for your issue or question.



The screenshot displays a user interface with a navigation sidebar on the left and a main content area on the right. The sidebar contains a blue button labeled 'Create a Case' with a red arrow pointing to it, and a menu with options: 'All', 'Knowledge Base', and 'Service Catalog'. The main content area shows search results for 'PTO' with three entries:

- Paid Time Off (PTO) Policies**
Paid Time Off (PTO) Magellan provides a PTO benefit for full-time employees scheduled to work twenty (20) or more hours per week in regular...
Article: KB0010107 · Published: about a month
- Unused PTO : Carryover, Donation, and Payout**
Unused PTO Normally, any earned but unused PTO is forfeited at the end of the year. Three (3) unused PTO days (subject to a total cap of five (5) days) may be carried over to the following year...
Article: KB0010109 · Published: about a month
- PTO for MFLC Rotational Employees**
MFLC Counselor Employee Time Off Guidelines, Effective November 1, 2023. MFLC counselor employees time off from their jobs with pay for sick leave...
Article: KB0010205 · Published: 23d


Fill out and submit the **Create a Case** form with your question. Someone from Human Resources will respond.

Create a Case

Couldn't find an answer?

* Enter a category for your case:

* Briefly describe your issue or question:

[Submit](#)  Add attachments

Required information **Enter a category for your case:** **Briefly describe your issue or question:**


View cases you've opened via **My Open Cases**. Click into a case to view activity on the case, as well as leave comments for the HR team.

My Open Cases

Compensation Inquiry from Lisa Springer
HRC0001234 • Ready • 16d

HRC0001234 Compensation Inquiry from Lisa Springer

Details Activity

Compensation Inquiry from Lisa Springer 

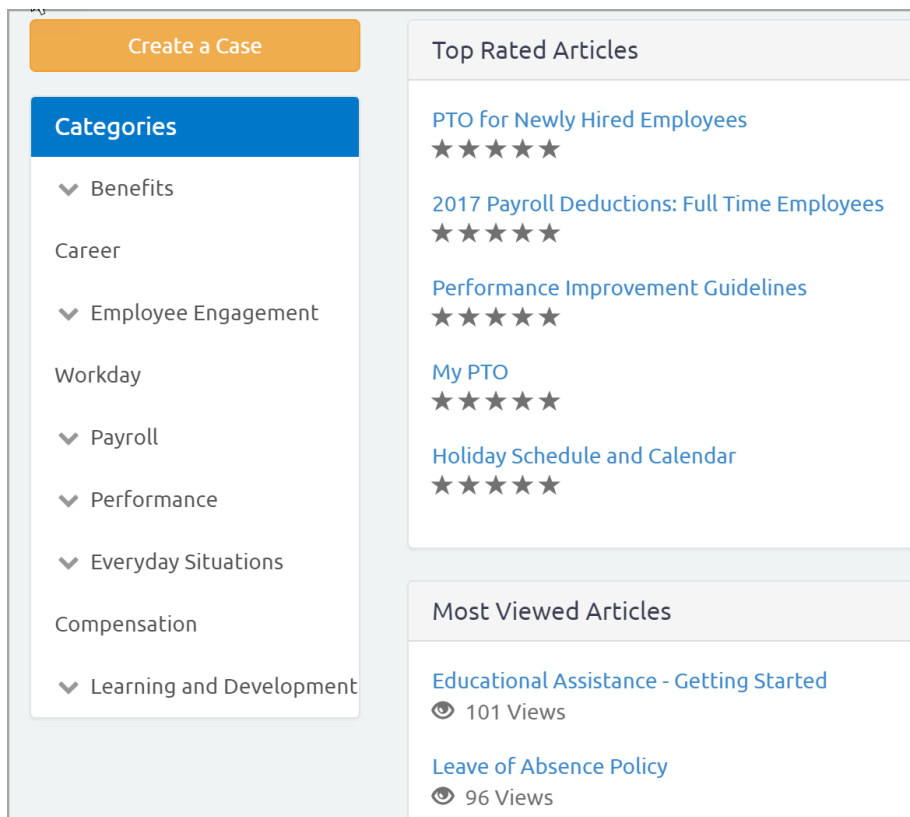
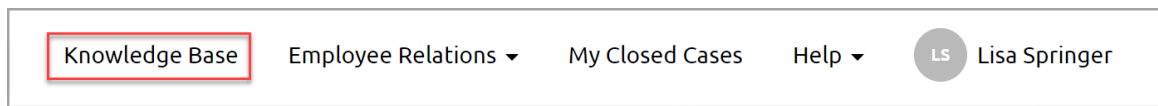
 [Send](#)

- LS**
Lisa Springer
🕒 just now
Hello, I've found my answer on VERN and this case can be cancelled. Thanks for your time!
- LS**
Lisa Springer
🕒 16d
HRC0001234 Created
- Start**

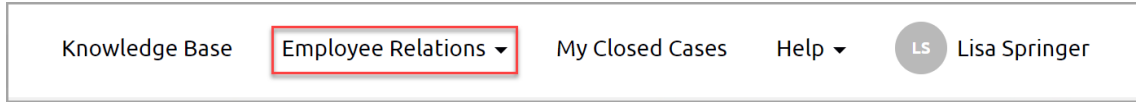
Before your case is closed, you'll be notified via email and asked to "Accept Completion" or "Reject Completion".

Click into the **Knowledge Base** to browse:

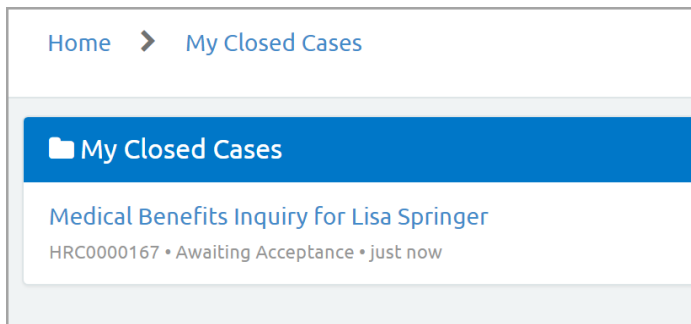
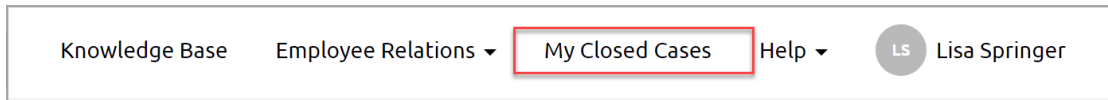
- HR Topics
- Top Rated Articles
- Most Viewed Articles



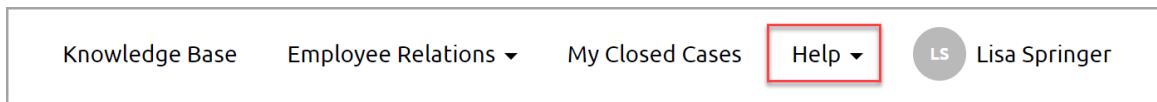
Click the **Employee Relations** drop down menu to create **Conflict Resolution** or **Manager PIP Review** cases that will go directly to the Employee Relations team.



Click **My Closed Cases** to view previous cases you've opened through VERN that have since been closed.



Click the **Help** drop down menu for quick access to support and emergency contact numbers, as well as guidance on using VERN.



Employee Relations ▾ My Closed Cases Help ▾

- Medical Emergency: 911
- Suspicious Activity: 1-800-915-2108
- Security Concern: 1-800-458-2740 ext. 32911
- Fraud/Waste/Abuse: 1-800-755-0850
- IT Help Desk: 1-888-411-6343 option 1
- Using VERN

Click **Your Name** to Logout of VERN.

Knowledge Base Employee Relations ▾ My Closed Cases Help ▾ **LS Lisa Springer**

LS Lisa Springer

Logout