Magellan Autism Assist – Frequently Asked Questions

What is Magellan Autism Assist?
A service available through the Work/Life Resource and Referral Services and Employee Assistance Program (EAP) and, which is administered by Magellan. Autism Assist gives parents of children diagnosed with autism access to an easy-to-use online program powered by industry leader Rethink Autism.

Autism Assist provides clinical web-based best practice treatment tools for individuals who care for a child with autism. The program allows parents to be a part of their child’s treatment process; become better-informed consumers and gain confidence in communicating with professionals supporting their child.

Do I have to sign up during annual enrollment?
No. Beginning April 15, 2015, Autism Assist is an enhanced offering available to all Nissan employees who are benefits-eligible.

Who is eligible to use Magellan Autism Assist?
All Nissan employees who are benefits-eligible and their household members may use the online resources.

Is there an age limit?
Autism Assist is appropriate for children whose ages range from point of diagnosis (12-18 months) through adolescence.

Is there a cost or charge to use Autism Assist?
There is no additional cost to use the service; it is part of the Work/Life Resource and Referral Services and Employee Assistance Program (EAP).

When is Autism Assist available for employees to use?
April 15, 2015.

How does this benefit complement any other autism benefits currently available through Nissan?
At this time, autism is an excluded condition under the Nissan Medical Benefits Plan.

What are the benefits of using Magellan Autism Assist?
- Personal homepage to help stay organized and track your child’s progress
- Individualized, video-based parent training curriculum with over 1,500 videos available
- Access to helpful autism tips, news, webinars and online collaboration with providers for better continuity of care
- Engagement with other families through web peer support
- Ongoing support through an autism helpline

How do I get started?

How can I use the program?
With convenient 24/7 online access, you can:
- Log onto the website and complete an evaluation based on your child’s age, development and behavior
- Receive a recommended learning plan and video training curriculum based on your child’s specific needs
• Receive step-by-step instruction via videos (based on Applied Behavioral Analysis (ABA) techniques and the support of a scientific advisory board) to help you:
  • Manage behavior problems or stressors associated with autism
  • Motive your child to learn
  • Help your child to master new skills

**Can I use a personal email address vs. my Nissan email address?**
Yes. When you log on to enroll your child, you may enter the e-mail address of your choice.

**Is special equipment required to use Magellan Autism Assist?**
No, all you need is a computer with Internet access.

**Is there a product or service phone application available for smartphone’s?**
Currently there is no smartphone App available; however, because the program is web-based, you can access it through the Internet service of your smartphone.

**Is it secure?**
Magellan’s Autism Assist platform, powered by *Rethink Autism*, is HIPAA compliant and has practices and procedures in place to help secure and protect the information you provide.
  • Email communications with caregivers are securely conducted through Rethink Autism’s site.
  • Coaching sessions or video sessions are never recorded—they are securely encrypted to ensure privacy.
  • No information is shared with other providers (e.g., your primary care physician) caregivers or anyone else without written consent.

**Is a child required to have an autism diagnosis to utilize parent-coaching session?**
No. Coaching is available to anyone who enrolls an eligible child into the program.

**What can I expect in a parent coaching session?**
  • Detailed review and analysis of your child’s specific needs and skill deficiencies
  • Specific recommendations on utilizing *Rethink Autism* platform for your individual child’s needs
  • Specific behavioral strategies to address inherent deficits
  • Recommendations on generalization/maintenance strategies and future skills acquisition
  • Recommendations on strategies for school collaboration
  • Guidance on individual lesson plans and troubleshooting strategies
  • Instruction on visual analysis of child-specific data to facilitate data-based decisions
  • Provision of teaching strategies for home, school and other environments

**If I have more than one child with autism, can I get 4 one-hour sessions per child per year?**
Yes. Your benefit covers 4 one-hour sessions per eligible enrolled child per year, however, if you would like to purchase additional sessions, a self-pay option is available by contacting Rethink Autism directly.

**If I have trouble with the Rethink Autism website, is technical support available?**
Yes. Live support will be available 8:30 a.m.-5:00 p.m. Eastern Time.

- **Toll Free:** 877-988-8871 x333
- **Live Chat:** [http://rethinkfirst.com](http://rethinkfirst.com)
- **Email:** [info@rethinkfirst.com](mailto:info@rethinkfirst.com) *respond within one business day*