

[2019 in focus]

1

Retain customers and drive new sales

To drive revenue and profit growth long term, it's imperative that we retain existing clients and add new clients across all segments.

2

Improve operating margins

Across Magellan, we will ensure we have the right leadership in place to drive results. We will focus on reducing cost of care and cost of goods sold (Rx) and driving operational improvements across the organization to enhance efficiency in the near term and identify future opportunities to strengthen our longer term capabilities.

3

Maximize and expand our key value drivers

In our changing marketplace, it's vital that we leverage insights and challenge the status quo to deliver valuable, innovative solutions. We are targeting key areas aimed at delivering value to our customers:

- In Magellan Rx Management, we will apply superior analytics, offer clinical leadership and programs, emphasize product development and innovation, and deliver exceptional Medicare pharmacy programs.
- In Magellan Complete Care, we will create a cross-functional team that is tasked with creating an MCC digital approach and execution strategy/timeline to improve the member experience.
- Within Behavioral & Specialty Health, we will innovate for each segment, including high-priority product enhancements for health plans, modernizing utilization management/prior authorizations for specialty, and developing high value programs for Federal agencies.

4

Engage the workforce of the future

We will focus on talent acquisition, development and retention, as well as streamlining our organizational structure to enable faster decisions and maintain customer focus. We will work to increase employee engagement, communication and training for employees to meet Magellan's evolving needs now and in the future. Listening to our team members through MagellanPulse will help us measure progress and identify areas for improvement.