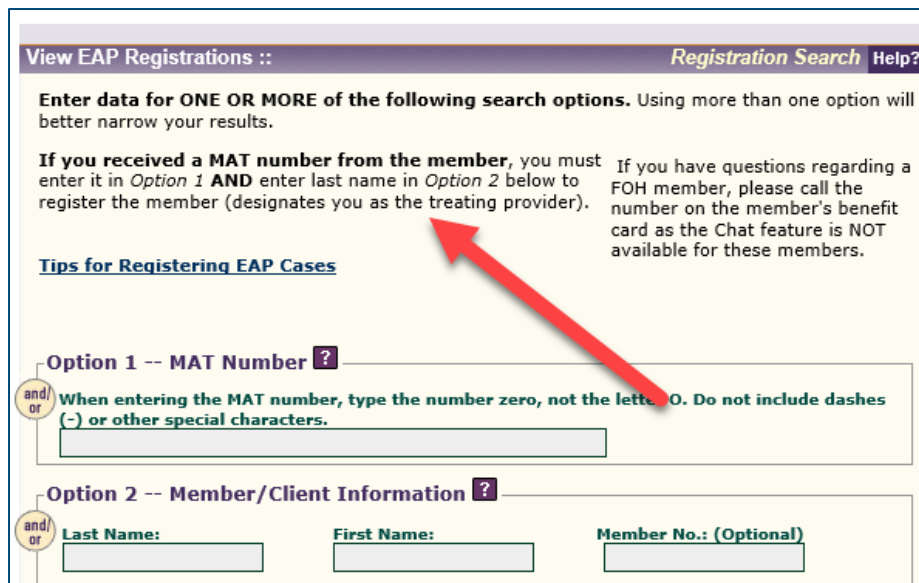


Tips for Registering EAP Cases

Important: Be sure to register the case before the client's appointment.

1. Go to www.MagellanProvider.com and sign in.
2. Select **View EAP Registrations** from the left-hand menu.
3. To register a case (which will designate you as the treating provider), search by *MAT Number* and the member's *Last Name*; both are required fields.



View EAP Registrations :: [Registration Search](#) [Help?](#)

Enter data for **ONE OR MORE** of the following search options. Using more than one option will better narrow your results.

If you received a MAT number from the member, you must enter it in *Option 1* AND enter last name in *Option 2* below to register the member (designates you as the treating provider). If you have questions regarding a FOH member, please call the number on the member's benefit card as the Chat feature is NOT available for these members.

Tips for Registering EAP Cases

Option 1 -- MAT Number ?

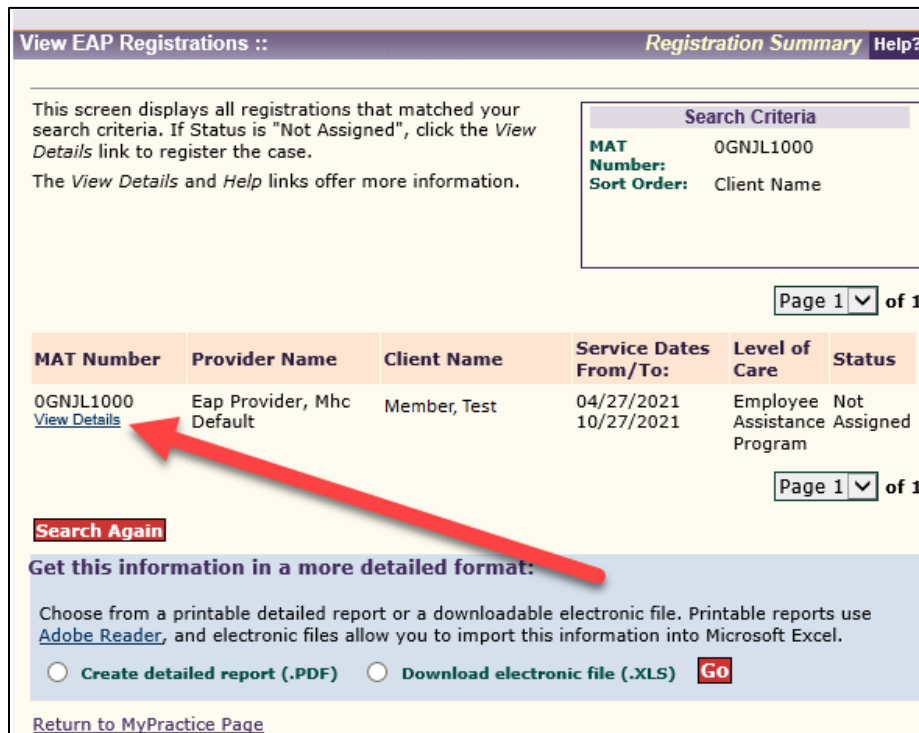
and/or When entering the MAT number, type the number zero, not the letter O. Do not include dashes (-) or other special characters.

Option 2 -- Member/Client Information ?

and/or

Last Name: First Name: Member No.: (Optional)

4. On the results page, click **View Details**.



View EAP Registrations :: [Registration Summary](#) [Help?](#)

This screen displays all registrations that matched your search criteria. If Status is "Not Assigned", click the [View Details](#) link to register the case. The [View Details](#) and [Help](#) links offer more information.

Search Criteria	
MAT Number:	0GNJL1000
Sort Order:	Client Name

Page 1 of 1

MAT Number	Provider Name	Client Name	Service Dates From/To:	Level of Care	Status
0GNJL1000 View Details	Eap Provider, Mhc Default	Member, Test	04/27/2021 10/27/2021	Employee	Not Assistance Assigned Program

Page 1 of 1

Search Again

Get this information in a more detailed format:

Choose from a printable detailed report or a downloadable electronic file. Printable reports use [Adobe Reader](#), and electronic files allow you to import this information into Microsoft Excel.

Create detailed report (.PDF) Download electronic file (.XLS)

[Return to MyPractice Page](#)

5. To register the case, select “Yes” and click the **Submit** button.

The screenshot shows a web interface titled "View EAP Registrations ::" with a "Registration Details" tab and a "Help?" link. The main content area asks "Do you want to register this case?" with two radio buttons: "Yes" (selected) and "No". A red arrow points to the "Yes" radio button, and another red arrow points to a red "Submit" button. Below this is a purple bar with "MAT Number: 00HQCQ000". The registration details are as follows:

Member Name:	Member, Test	Member No.:	123456789
Member DOB:	05/04/1978	Subscriber Name:	Individual, Test
Company Name:	Test Company		
Services			
Service Dates:	12/02/2015 - 06/01/2016	Services Available:	3
Primary/Secondary Diagnosis:	R69	Outcome Code:	600 - EAP
Level of Care:	Employee Assistance Program		

6. After you register the case, you can access the EAP registration packet materials.

The screenshot shows a page titled "Online EAP Registration Packet" with a question mark icon. It lists several links for registration materials:

- [Provider Letter](#)
- [Member Experience Survey](#)
- [Statement of Understanding](#)
- [EAP Referral Sheet](#)
- [EASI Form](#)

For additional forms, visit our [EAP Forms](#) page.

If you leave the page, you will be able to access the details page again, for the newly registered case, by searching with *Last Name* and *MAT Number*.

- If you register a case *prior to 6 p.m. Central time*, you will be able to access the case details **using any search fields** after *one business day* from the time of registration.
- If you register a case *after 6 p.m. Central time*, you will be able to access the case details **using any search fields** after *two business days* from the time of registration.

View EAP Registrations ::
Registration Search [Help?](#)

Enter data for **ONE OR MORE** of the following search options. Using more than one option will better narrow your results.

If you received a MAT number from the member, you must enter it in *Option 1* **AND** enter last name in *Option 2* below to register the member (designates you as the treating provider). If you have questions regarding a FOH member, please call the number on the member's benefit card as the Chat feature is NOT available for these members.

[Tips for Registering EAP Cases](#)

Option 1 -- MAT Number ?

and/or When entering the MAT number, type the number zero, not the letter O. Do not include dashes (-) or other special characters.

Option 2 -- Member/Client Information ?

and/or

Last Name:	First Name:	Member No.: (Optional)
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Option 3 -- Date Range ?

and/or

From: (mm/dd/yyyy)	To: (mm/dd/yyyy)	Select Date Type:
<input style="width: 95%;" type="text" value="3/1"/>	<input style="width: 95%;" type="text" value="3/1"/>	<input style="border: 1px solid #ccc;" type="text" value="Start Date"/>

Option 4 -- Provider Information

and/or

Last Name:	Organization/Group Name:
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
First Name:	TIN:
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Sort results by:

Choose what you would like to do with this information:

You can receive the results of your search in three ways: in a summary, in a printable detailed report, or via a downloadable electronic file. Printable reports use [Adobe Reader](#), and electronic files allow you to import this information into Microsoft Excel.

View summary
 Create detailed report (.PDF)
 Download electronic file (.XLS)

Submit **Clear Form**

[Return to MyPractice Page](#)

NOTE: If Magellan creates a MAT (case) number prior to 6 p.m. Central time, you will be able to register the case via the provider website the following morning. If Magellan creates the case after 6 p.m. Central time, you will be able to register the case online after the following day's data feed (6 p.m.).

Example: A case is created Monday at 7 p.m. You will be able to register the case online Wednesday morning (after it has been loaded to the system during Tuesday's 6 p.m. data transfer).

Real-time EAP packets: Packets are available at the time you register the case. However, depending on the member, some client-specific documents may not be available until the following day. Please check back the following day for those documents.

The Federal Occupational Health (FOH) EAP is excluded from the online registration process. Providers should, however, go online to access FOH referral packets.

Demo: View a demo of the EAP registration at www.MagellanProvider.com. From the *Education* tab, select *Online Training*, then under the *Demos* section, select “EAP Registration.”