



California Provider Quick Reference Guide

Behavioral Health Benefit Questions

Call the toll-free number located on the member's health insurance card.

Claims Inquiries

Call the toll-free number located on the member's health insurance card or sign in to www.MagellanHealth.com/Provider.

Credentialing and Contracting Status / Change of Address

Call the Provider Services Line at 1-800-788-4005, Monday – Friday, 5 a.m. to 3 p.m. (Pacific) or sign in to www.MagellanHealth.com/provider.

Join the Network / New Contract Questions

Call the West Field Network Management Department at 1-800-430-0535, option 4 for assistance, Monday – Friday, 6 a.m. to 3 p.m. (Pacific).

Employee Assistance Program (EAP) Services, Payments and Clinical Consultation

Call the dedicated toll-free number located in the EAP affiliate packet you received for the member. If you do not receive a packet, call the dedicated toll-free number located in the member's EAP brochure.

California Clinical Care Management

Call 1-800-424-1565, extension 70591, Monday – Friday, 8 a.m. to 5 p.m. (Pacific).

We welcome your feedback and questions.

Magellan After Hours clinical and customer service staff members are available to you when the California Care Management Center is closed--24 hours a day, seven days a week.