



## **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](http://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](http://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.*