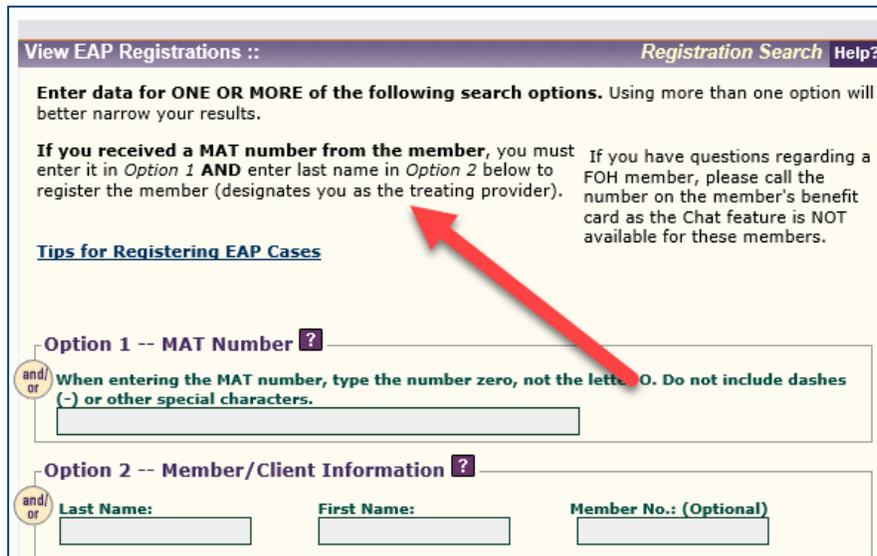


Tips for Registering EAP Cases*

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 ?

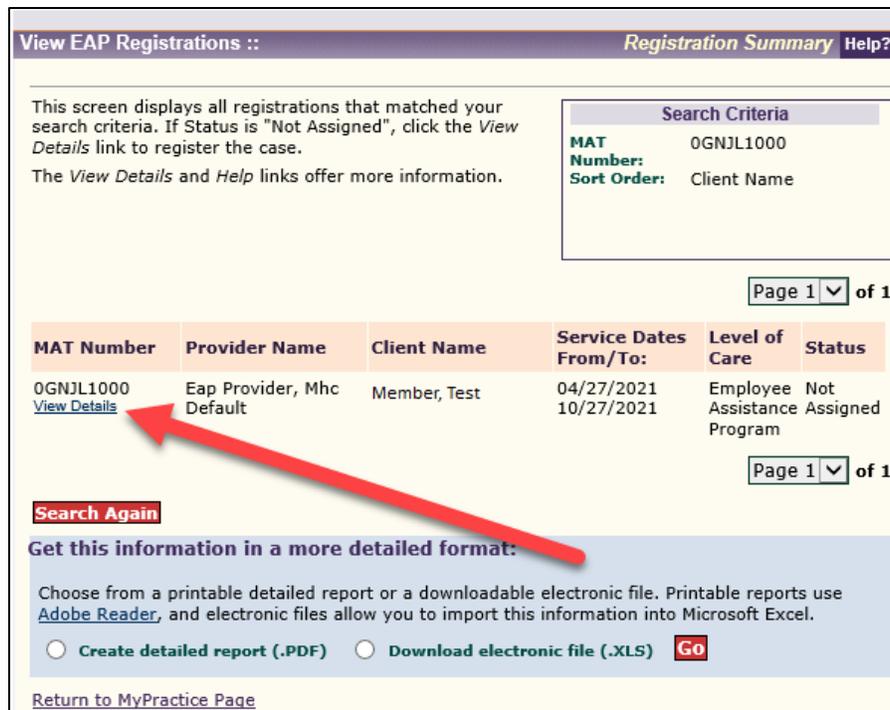
and/or When entering the MAT number, type the number zero, not the letter O. Do not include dashes (-) or other special characters.

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 Assistance Program	Not Assigned

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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 help 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.

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.”

Providers currently cannot register **federal EAP cases online. To register a case for a member of a federal EAP, call 1-800-274-2477 or the program number on the member’s benefit card. After registration, Magellan will deliver your federal EAP case packet via **email**.*