

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).

Option 1 -- MAT Number ?

When entering the MAT number, type the number zero, not the letter O.

Option 2 -- Member/Client Information ?

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

[Ask a Specialist](#)
[Chat with Us](#)

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	
Provider	112335465
TIN:	
MAT Number:	00HQCN000
Sort Order:	Client Name

MAT Number	Provider Name	Client Name	Service Dates From/To:	Level of Care	Status
00HQCN000 View Details	Provider, Bsc Default Eap	Member, Test	12/02/2015 06/02/2016	Employee Assistance Program	Not Assigned

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[Search Again](#)

Get this information in a more detailed format:

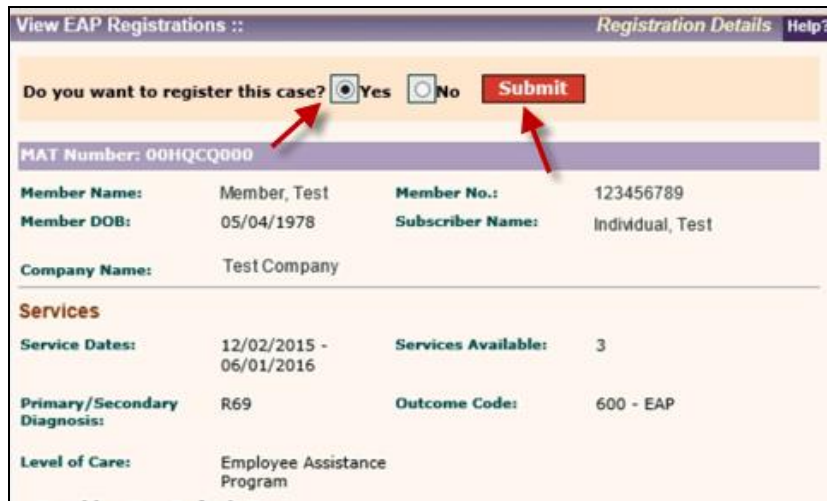
Choose from a printable detailed report or a downloadable electronic file. Printable reports use [Adobe Reader](#), and electronic files allow you to import this information into Microsoft Excel.

Create detailed report (.PDF) Download electronic file (.XLS) [Go](#)

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Tips for Registering EAP Cases, cont'd

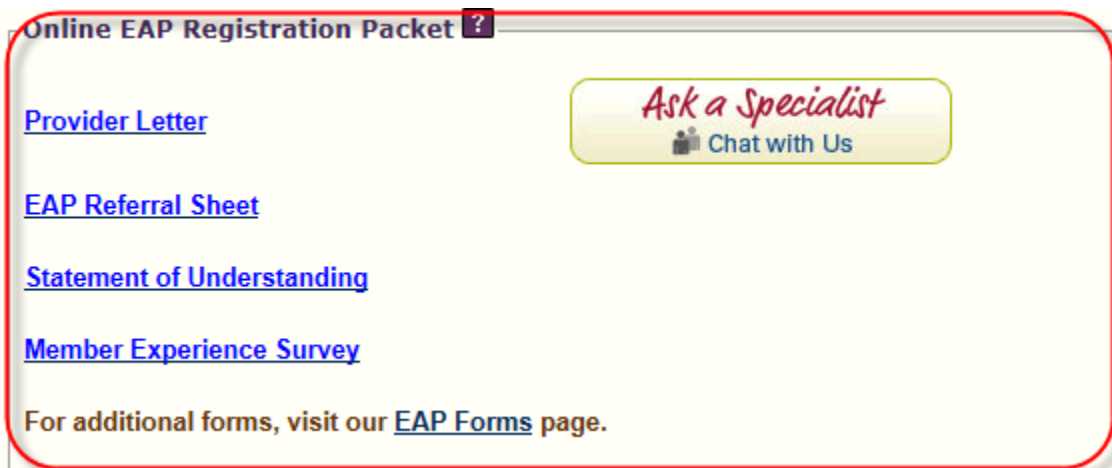
- To register the case, select "Yes" and click the **Submit** button.



The screenshot shows a web form titled "View EAP Registrations :: Registration Details Help?". At the top, it asks "Do you want to register this case?" with radio buttons for "Yes" (selected) and "No", and a red "Submit" button. Below this is a purple header with "MAT Number: 00HQCQ000". The form contains the following details:

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		

- 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 features several blue underlined links: "Provider Letter", "EAP Referral Sheet", "Statement of Understanding", and "Member Experience Survey". At the bottom, it says "For additional forms, visit our [EAP Forms](#) page." On the right side, there is a yellow rounded rectangle containing the text "Ask a Specialist" in red script and "Chat with Us" in black with a chat icon.

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*.

Tips for Registering EAP Cases, cont'd

- 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).

Ask a Specialist
Chat with Us

If you have questions regarding a USPS or 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](#) (PDF)

Option 1 -- MAT Number ?

and/or **When entering the MAT number, type the number zero, not the letter O.**

Option 2 -- Member/Client Information ?

and/or

Last Name:	First Name:	Member No.: (Optional)
<input type="text"/>	<input type="text"/>	<input type="text"/>

Option 3 -- Date Range ?

and/or

From: (mm/dd/yyyy)	To: (mm/dd/yyyy)	Select Date Type:
<input type="text"/> 31	<input type="text"/> 31	Start Date <input type="button" value="v"/>

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**

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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).

Tips for Registering EAP Cases, cont'd

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.

United States Postal Service (USPS) and Federal Occupational Health (FOH) EAPs are excluded from the online registration process. Providers should, however, go online to access FOH referral packets. USPS packets are available only via U.S. Mail.

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