Use *My EAP Cases* and Register a New Case on the EAP Services Portal

Learn how to access these features on Magellan's EAP Services portal:

1. EAP case list
2. Search for an EAP case
3. Access member case details and EAP packets
4. Register a new case

1. EAP case list

To access a list of your EAP cases, sign in at **provider.magellanhealthcare.com.** Alternatively, you may sign in to MagellanProvider.com and navigate to *Submit an EASI Form* or *View EAP Registrations*.

Note: if this is your first time accessing the EAP Services portal, you will need to create an account and connect your existing MagellanProvider.com account. View our create/connect account video or user guide for help.

My EAP Cases is a table that displays all active registered EAP cases for a provider or group of providers in a practice.

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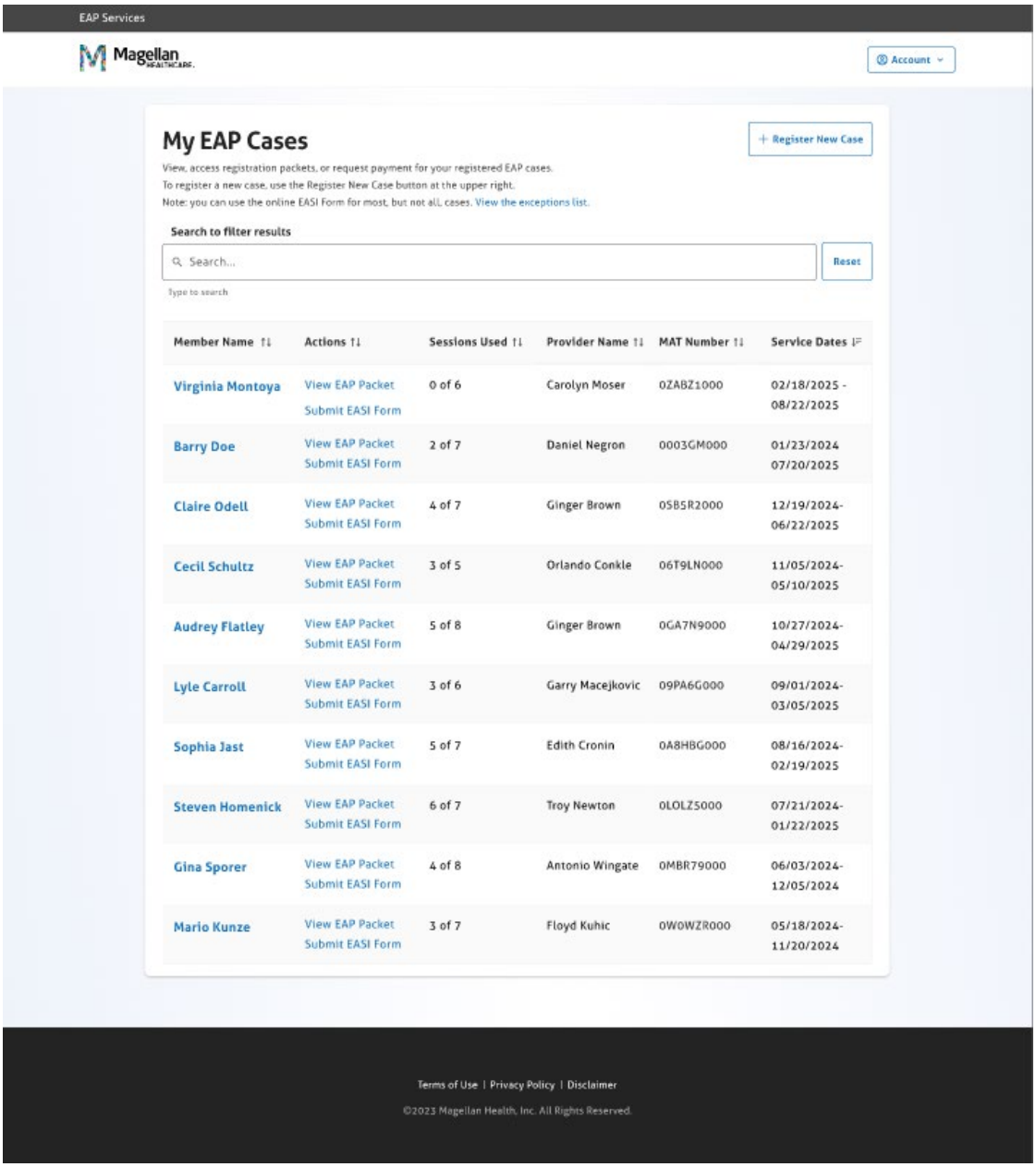
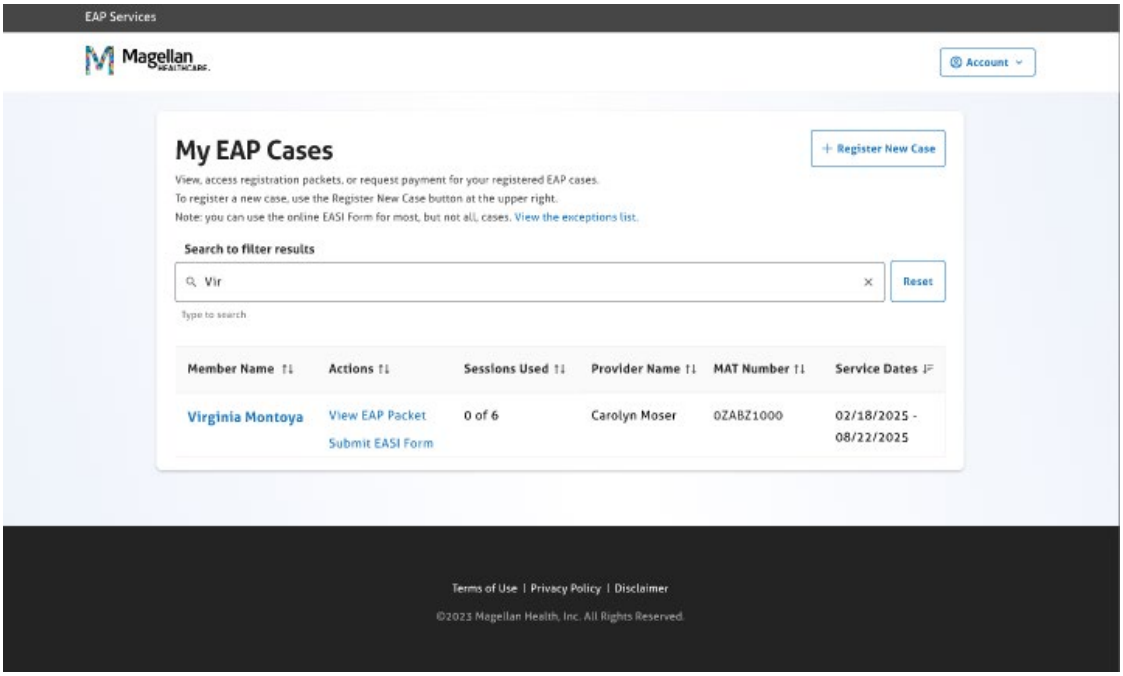


2. Search for an EAP case

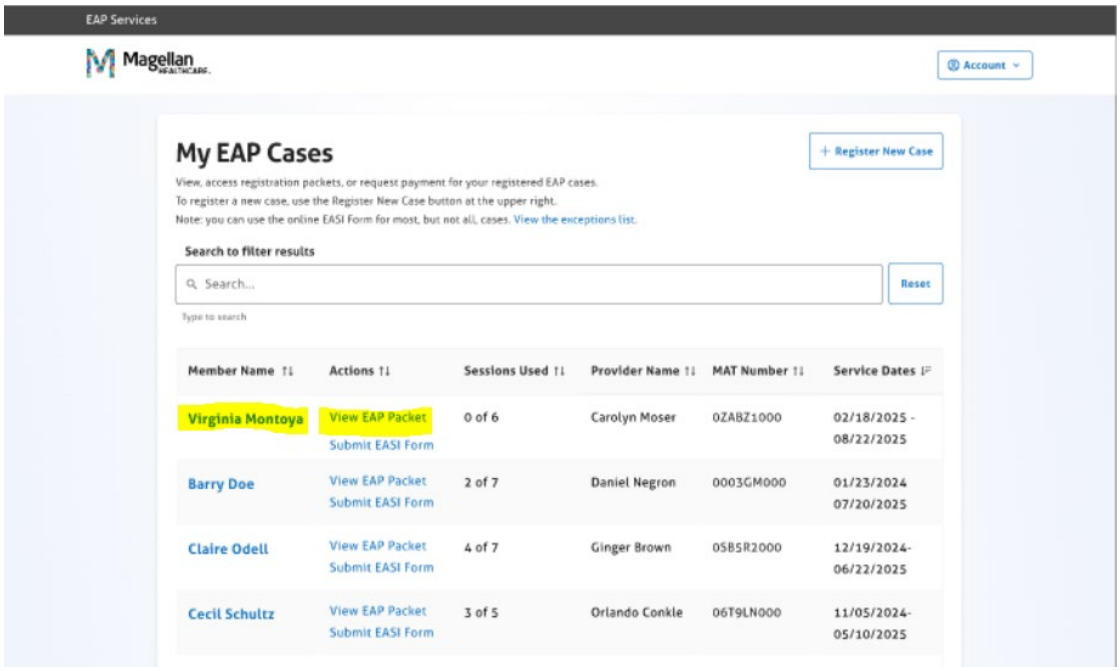
To locate a specific registered case, you could scroll through the list to locate the member's name, sort a specific column by clicking the column header, or use the *Search to filter results* bar.

Below is an example of a search by Member Name.

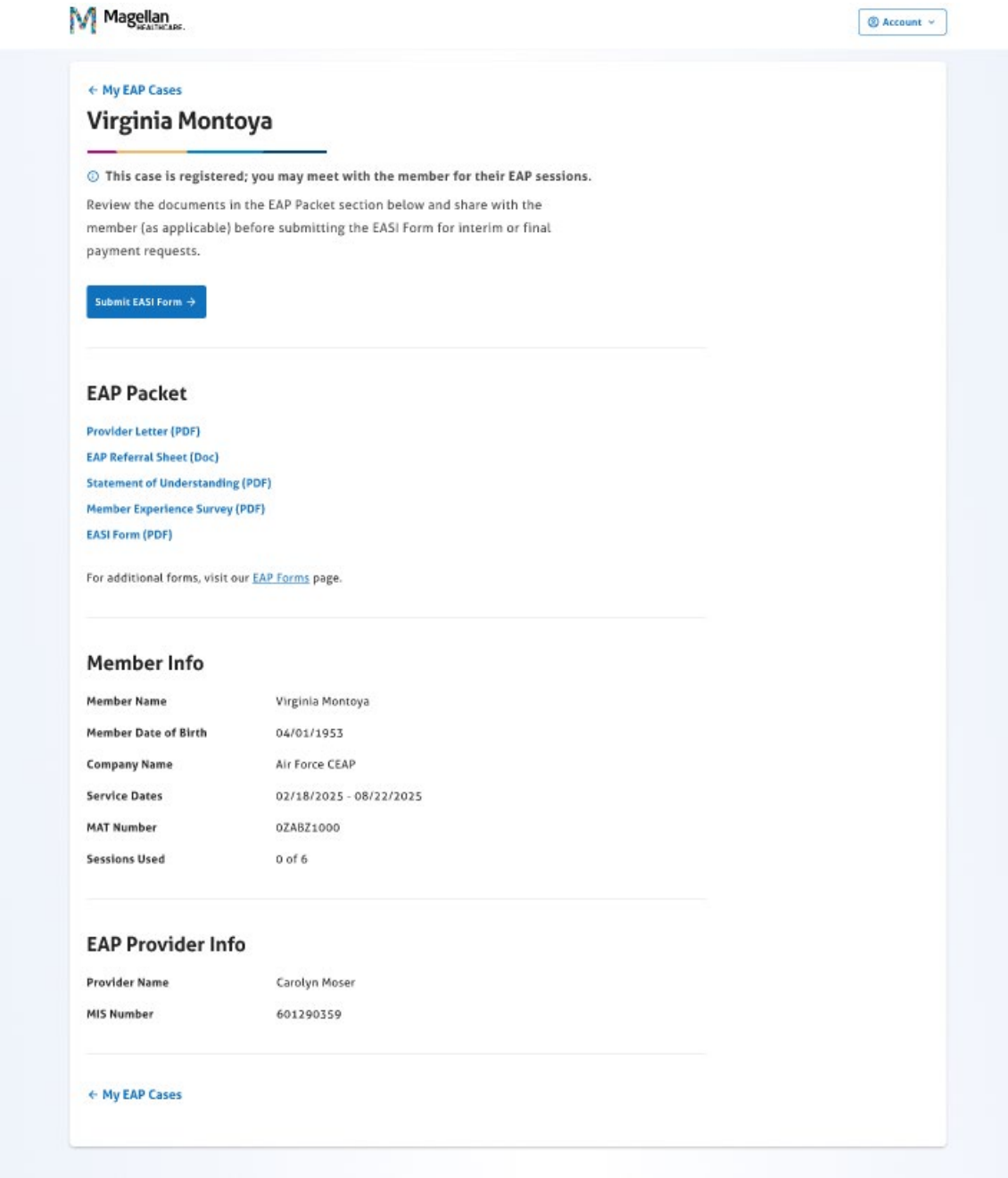


3. Access member case details and EAP packets

To access the case details and/or the packet documents for an EAP member, click on the name of the member or on the *View EAP Packet* link in the Actions column for that case.



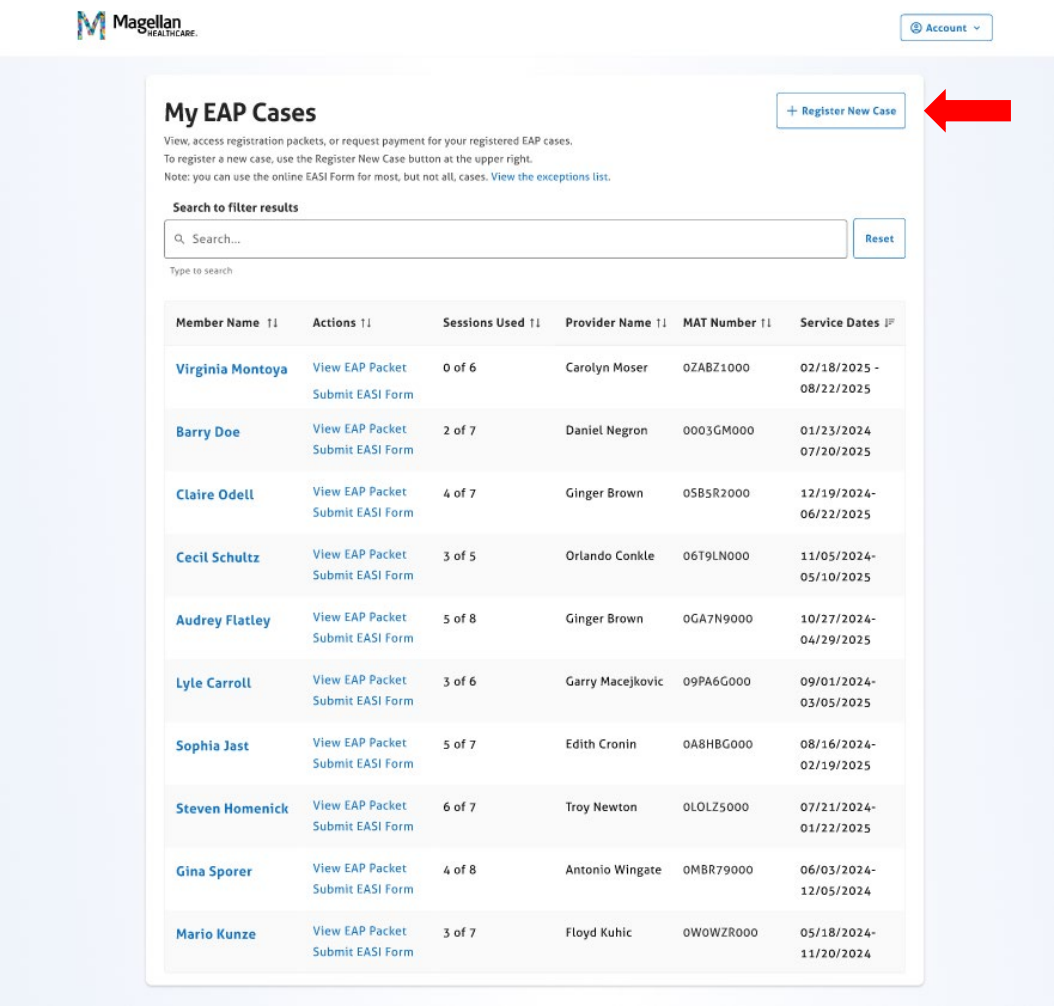
On the case details page of a member, you will have access to the EAP packet documents, member information, EAP provider information, and the EASI Form.



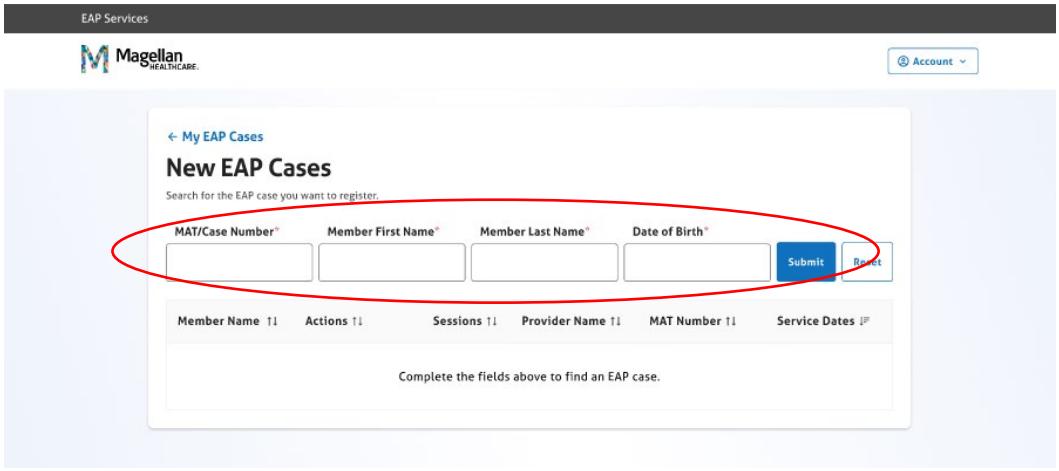
4. Register a new case

When you register a case, you assign yourself (or another provider in your practice) to an EAP member. You can then begin providing and billing EAP services for that member.

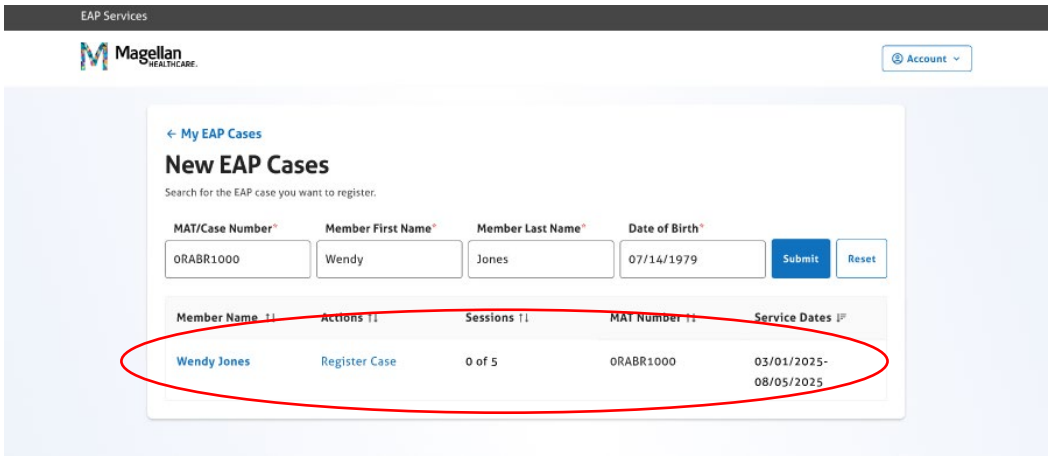
The first step to register a member to a provider is to locate and click the *Register New Case* button on the top right-hand corner of the My EAP Cases page.



Next, on the *New EAP Cases* page, you search for an unregistered case by providing the MAT Number (also known as the Case Number) and the Member's First Name, Last Name, and Date of Birth. Then click Submit.

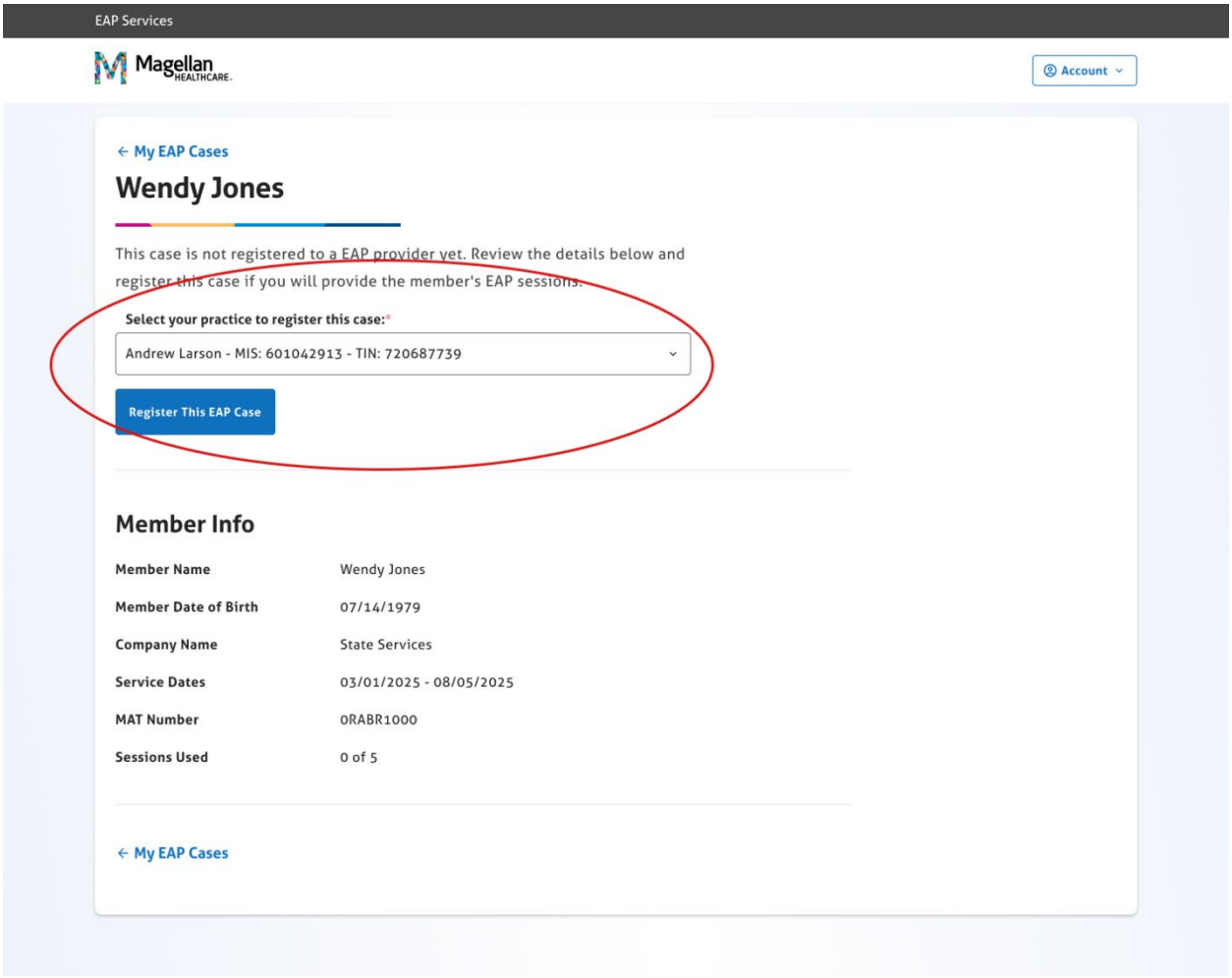


If you've entered the correct case information, you will see the result in the table below. Click on the member's name or on the *Register Case* link to proceed.

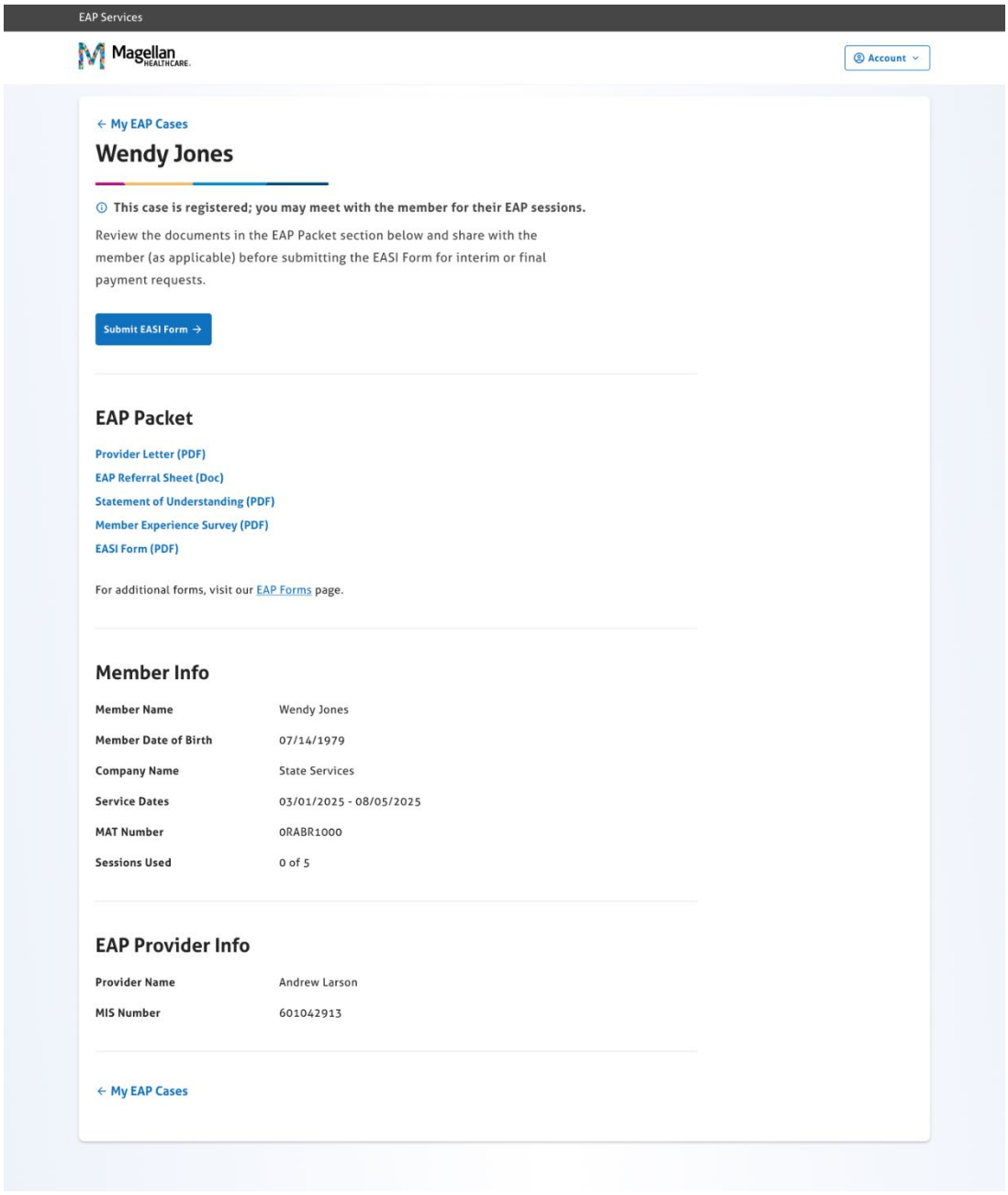


This takes you to the case details screen, where you will see member details. Review and validate that this is the correct case information.

To register the case, select your practice from the drop-down list and click the blue *Register This EAP Case* button.



Once registered, you will receive a message confirming that you have successfully registered the case. The page now includes the assigned provider's information in the EAP Provider Info section.



Note: EAP packets can take up to 10 minutes to generate. Once generated, they will display on the above case details screen under the EAP Packet section.

Returning to the *My EAP Cases* page, you will now see the newly registered case in the list of your cases.

Video available

View the *My EAP Cases* and Register a New Case video demo