

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.

My EAP Cases

[+ Register New Case](#)

View, access registration packets, or request payment for your registered EAP cases.

To register a new case, use the Register New Case button at the upper right.

Note: you can use the online EASI Form for most, but not all, cases. [View the exceptions list.](#)

Search to filter results

Type to search

Member Name ↑↓	Actions ↑↓	Sessions Used ↑↓	Provider Name ↑↓	MAT Number ↑↓	Service Dates ↑↓
Virginia Montoya	View EAP Packet Submit EASI Form	0 of 6	Carolyn Moser	0ZABZ1000	02/18/2025 - 08/22/2025
Barry Doe	View EAP Packet Submit EASI Form	2 of 7	Daniel Negron	0003GM000	01/23/2024 - 07/20/2025
Claire Odell	View EAP Packet Submit EASI Form	4 of 7	Ginger Brown	05BSR2000	12/19/2024 - 06/22/2025
Cecil Schultz	View EAP Packet Submit EASI Form	3 of 5	Orlando Conkle	06T9LN000	11/05/2024 - 05/10/2025
Audrey Flatley	View EAP Packet Submit EASI Form	5 of 8	Ginger Brown	0GA7N9000	10/27/2024 - 04/29/2025
Lyle Carroll	View EAP Packet Submit EASI Form	3 of 6	Garry Macejkovic	09PA6G000	09/01/2024 - 03/05/2025
Sophia Jast	View EAP Packet Submit EASI Form	5 of 7	Edith Cronin	0A8HBG000	08/16/2024 - 02/19/2025
Steven Homenick	View EAP Packet Submit EASI Form	6 of 7	Troy Newton	0L0LZ5000	07/21/2024 - 01/22/2025
Gina Sporer	View EAP Packet Submit EASI Form	4 of 8	Antonio Wingate	0MBR79000	06/03/2024 - 12/05/2024
Mario Kunze	View EAP Packet Submit EASI Form	3 of 7	Floyd Kuhic	0W0WZR000	05/18/2024 - 11/20/2024

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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.

The screenshot shows the 'My EAP Cases' interface. At the top, there is a search bar with the text 'Vir' and a 'Reset' button. Below the search bar, a table displays one result for Virginia Montoya. The table has columns for Member Name, Actions, Sessions Used, Provider Name, MAT Number, and Service Dates. The 'Actions' column for Virginia Montoya includes links for 'View EAP Packet' and 'Submit EASI Form'.

Member Name	Actions	Sessions Used	Provider Name	MAT Number	Service Dates
Virginia Montoya	View EAP Packet Submit EASI Form	0 of 6	Carolyn Moser	0ZABZ1000	02/18/2025 - 08/22/2025

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.

The screenshot shows the 'My EAP Cases' interface with a search bar containing 'Search...'. Below the search bar, a table displays four results. The 'Actions' column for each result includes links for 'View EAP Packet' and 'Submit EASI Form'. The first result, Virginia Montoya, is highlighted in yellow.

Member Name	Actions	Sessions Used	Provider Name	MAT Number	Service Dates
Virginia Montoya	View EAP Packet Submit EASI Form	0 of 6	Carolyn Moser	0ZABZ1000	02/18/2025 - 08/22/2025
Barry Doe	View EAP Packet Submit EASI Form	2 of 7	Daniel Negron	0003GM000	01/23/2024 - 07/20/2025
Claire Odell	View EAP Packet Submit EASI Form	4 of 7	Ginger Brown	05B5R2000	12/19/2024 - 06/22/2025
Cecil Schultz	View EAP Packet Submit EASI Form	3 of 5	Orlando Conkle	06T9LN000	11/05/2024 - 05/10/2025

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.

The screenshot shows the Magellan Health website interface. At the top left is the Magellan logo. At the top right is an 'Account' dropdown menu. The main content area is titled 'My EAP Cases' and features a header for 'Virginia Montoya'. Below the header, a status message indicates the case is registered and provides instructions to review documents and submit the EASI Form. A blue button labeled 'Submit EASI Form' is present. The 'EAP Packet' section lists several documents: Provider Letter (PDF), EAP Referral Sheet (Doc), Statement of Understanding (PDF), Member Experience Survey (PDF), and EASI Form (PDF). Below this is a link to 'EAP Forms' page. The 'Member Info' section contains a table with the following data:

Member Name	Virginia Montoya
Member Date of Birth	04/01/1953
Company Name	Air Force CEAP
Service Dates	02/18/2025 - 08/22/2025
MAT Number	0ZABZ1000
Sessions Used	0 of 6

The 'EAP Provider Info' section contains a table with the following data:

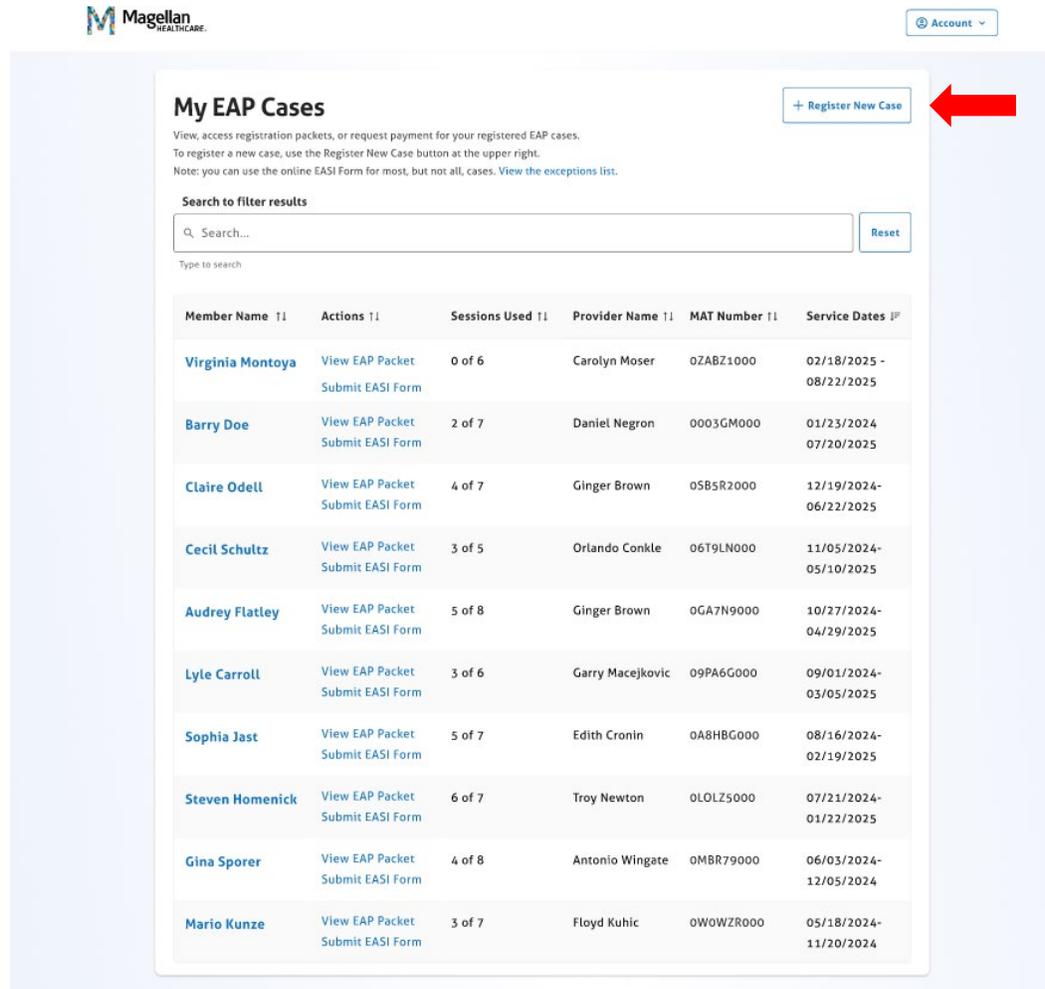
Provider Name	Carolyn Moser
MIS Number	601290359

At the bottom left of the page is a back link labeled 'My EAP Cases'.

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.



The screenshot shows the 'My EAP Cases' page. At the top left is the Magellan logo. At the top right is an 'Account' dropdown menu. Below the header, there is a '+ Register New Case' button, which is highlighted by a red arrow. Below the button is a search bar with a 'Reset' button. The main content is a table with columns: Member Name, Actions, Sessions Used, Provider Name, MAT Number, and Service Dates. The table lists ten members with their respective details.

Member Name	Actions	Sessions Used	Provider Name	MAT Number	Service Dates
Virginia Montoya	View EAP Packet Submit EASI Form	0 of 6	Carolyn Moser	0ZABZ1000	02/18/2025 - 08/22/2025
Barry Doe	View EAP Packet Submit EASI Form	2 of 7	Daniel Negrón	0003GM000	01/23/2024 - 07/20/2025
Claire Odell	View EAP Packet Submit EASI Form	4 of 7	Ginger Brown	05B5R2000	12/19/2024 - 06/22/2025
Cecil Schultz	View EAP Packet Submit EASI Form	3 of 5	Orlando Conkle	06T9LN000	11/05/2024 - 05/10/2025
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Mario Kunze	View EAP Packet Submit EASI Form	3 of 7	Floyd Kuhic	0WOWZR000	05/18/2024 - 11/20/2024

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.

The screenshot shows the 'New EAP Cases' search interface. At the top, there is a navigation bar with 'EAP Services' and the Magellan Healthcare logo. Below the logo is a search bar with the text 'Search for the EAP case you want to register.' The search form contains four input fields: 'MAT/Case Number*', 'Member First Name*', 'Member Last Name*', and 'Date of Birth*'. To the right of these fields are 'Submit' and 'Reset' buttons. Below the search form is a table with columns: 'Member Name', 'Actions', 'Sessions', 'Provider Name', 'MAT Number', and 'Service Dates'. The table is currently empty, and a message below it says 'Complete the fields above to find an EAP case.'

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.

The screenshot shows the 'New EAP Cases' search interface with the search form filled out. The input fields contain: 'MAT/Case Number*' (ORABR1000), 'Member First Name*' (Wendy), 'Member Last Name*' (Jones), and 'Date of Birth*' (07/14/1979). The 'Submit' button is highlighted. Below the search form, the table now displays a single result for 'Wendy Jones'. The table columns are: 'Member Name', 'Actions', 'Sessions', 'MAT Number', and 'Service Dates'. The 'Wendy Jones' row is circled in red.

Member Name	Actions	Sessions	MAT Number	Service Dates
Wendy Jones	Register Case	0 of 5	ORABR1000	03/01/2025-08/05/2025

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.

EAP Services

Magellan HEALTHCARE

Account

← My EAP Cases

Wendy Jones

This case is not registered to a EAP provider yet. Review the details below and register this case if you will provide the member's EAP sessions.

Select your practice to register this case:

Andrew Larson - MIS: 601042913 - TIN: 720687739

Register This EAP Case

Member Info

Member Name	Wendy Jones
Member Date of Birth	07/14/1979
Company Name	State Services
Service Dates	03/01/2025 - 08/05/2025
MAT Number	ORABR1000
Sessions Used	0 of 5

← My EAP Cases

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.

[← My EAP Cases](#)

Wendy Jones

ⓘ This case is registered; you may meet with the member for their EAP sessions.

Review the documents in the EAP Packet section below and share with the member (as applicable) before submitting the EASI Form for interim or final payment requests.

[Submit EASI Form →](#)

EAP Packet

[Provider Letter \(PDF\)](#)
[EAP Referral Sheet \(Doc\)](#)
[Statement of Understanding \(PDF\)](#)
[Member Experience Survey \(PDF\)](#)
[EASI Form \(PDF\)](#)

For additional forms, visit our [EAP Forms](#) page.

Member Info

Member Name	Wendy Jones
Member Date of Birth	07/14/1979
Company Name	State Services
Service Dates	03/01/2025 - 08/05/2025
MAT Number	0RABR1000
Sessions Used	0 of 5

EAP Provider Info

Provider Name	Andrew Larson
MIS Number	601042913

[← My EAP Cases](#)

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](#)