

Telephone Service Center 1-800-541-5555

Main Menu Prompt Options

- Press 11 For dates and locations of Medi-Cal provider training seminars
- Press 12 For inquiries about checkwrites, claims, TARs, eTARs, continued care, procedure codes, NDCs, medical supply codes, general mailing information, forms and manuals
- Press 13 For Medi-Cal Recipients
- Press 14 For Medicare/Medi-Cal crossover claims, General Medicine, Vision Care, CCS, GHPP, LEA, CTP, Healthy Families Program Pre-Enrollment, EAPC, EPSDT and CHDP Gateway
- Press 15 For Inpatient Services, Outpatient Services, Long Term Care, HAP (such as Family PACT, Cancer Detection Programs: Every Woman Counts, BCCTP and Obstetrics), Provider Enrollment, Re-enrollment, Managed Care or Specialty Mental Health Services
- Press 16 For POS, Internet, Pharmacy, DME and Allied Health, CMC, Lab Services Reservation System, HIPAA Implementation, eTAR and NPI Registration
- Press 17 For assisting a hearing impaired caller
- Press 00 To hear this menu again

Press 12 for PTN automated features, or call **1-800-786-4346**

Secondary Menu Prompt Options

Option 14

- Press 11** For Medicare/Medi-Cal crossover claims
- Press 12** For General Medicine and Vision Care
- Press 13** For specialty programs such as CCS, GHPP, LEA, CTP, Healthy Families Program Pre-Enrollment, EAPC and EPSDT
- Press 14** For CHDP Gateway
- Press 00** For the previous menu

To hear the menu again, please wait.

Option 15

- Press 11** For Cancer Detection Programs: Every Woman Counts (Automated Eligibility Verification System)
- Press 12** For HAP
- Press 13** For Provider Enrollment
- Press 14** For Managed Care and Specialty Mental Health Services
- Press 15** For Inpatient Services, Outpatient Services and Long Term Care
- Press 00** For the previous menu

To hear the menu again, please wait.

Option 16

- Press 11** For CMC
- Press 12** For HIPAA Implementation
- Press 13** For assistance with Lab Services Reservation System
- Press 14** For Pharmacy, DME and Allied Health
- Press 15** For recorded messages of Pharmacy Reject Codes and to perform an eligibility or Share of Cost transaction using a temporary PIN
- Press 16** For POS devices, downloads or the Internet
- Press 17** For eTAR
- Press 18** For NPI Registration
- Press 00** For the previous menu

To hear the menu again, please wait.

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Hearing Impaired:
Call 1-866-784-2595

1-Provider Relations Directory
PROPubs 9/06