Tips for Registering EAP Cases

Important: Be sure to register the case before the client’s appointment.

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.

4. On the results page, click View Details.
5. To register the case, select “Yes” and click the **Submit** button.

6. After you register the case, you can access the EAP registration packet materials.

   ![EAP Registration Packet](image)

   - **Provider Letter**
   - **EAP Referral Sheet**
   - **Statement of Understanding**
   - **Member Experience Survey**

   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.

**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.

*The Federal Occupational Health (FOH) EAP is excluded from the online registration process. Providers should, however, go online to access FOH referral packets.*

**Demo:** View a demo of the EAP registration at [www.MagellanProvider.com](http://www.MagellanProvider.com). From the *Education* tab, select *Online Training*, then under the *Demos of Online Tools* section, select “EAP Registration Demo.”