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