TSC Main Menu Prompt Options

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Telephone Service Center (TSC): 1-800-541-5555

Please select from the following menu:	
Press or say 1	Identify as a Provider

Call Reason Menu Options

Please select from the following menu:	
Press or say 1	Pharmacy Claims
Press or say 2	Provider Portal
Press or say 9	For all other calls

Medi-Cal Provider Portal Menu Options

Option 2 (from Call Reason Menu):	
Press or say 1	For Password Reset
Press or say 2	For Providers
Press or say 3	For Submitters
Press or say 4	For Justice-Involved (JI) Inquiries

Language Selection Options

Option 9 (from Call Reason Menu):	
Press or say 1	For English
Press or say 2	For Spanish

General Main Menu Prompt Options

Option 1 or 2 (From Language Selection Options)	
Press or say 1	For the Automated Eligibility Verification System
Press or say 2	For Provider Telecommunications Network
Press or say 3	For Checkwrite
Press or say 4	Every Woman Counts Inquiry System or the EDI Help Desk, including eTAR
Press or say 5	For HAP, Family PACT, CCS, GHPP, Crossover, LTC and other general billing inquiries
Press or say 6	For Provider Enrollment, TAR or Every Woman Counts billing inquiries
Press or say 7	If you are assisting a hearing-impaired caller
Press or say 8	‹‹For questions about the JI Screening Portal››

Technical Help Desk Menu Prompt Options

Option 4 (From General Main Menu)	
Press or say 1	For Every Woman Counts Inquiry System
Press or say 2	‹‹For Provider Portal Transactions››
Press or say 3	‹‹For dates and locations of Medi-Cal provider training events››

General Transfer Groups Menu

Option 5 (From General Main Menu)	
Press or say 1	For HAP or Family PACT
Press or say 2	For CCS or GHPP
Press or say 3	For Crossover
Press or say 4	For LTC
Press or say 5	For general billing
Press or say 6	For DRG

General Transfer Groups Menu (continued)

Option 6 (From General Main Menu)	
Press or say 1	For Provider Enrollment
Press or say 2	For TAR
Press or say 3	For Every Woman Counts billing inquiries, EWC

‹‹**Legend**››

‹‹Symbols used in the document above are explained in the following table.››

Symbol	Description
‹‹	This is a change mark symbol. It is used to indicate where on the page the most recent change begins.
››	This is a change mark symbol. It is used to indicate where on the page the most recent change ends