

## TSC Main Menu Prompt Options

Page updated: June 2024

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

Please select from the following menu:	
Press or say 2	For Medi-Cal Provider Portal
Press or say 9	For all other calls

### Secondary Menu Prompt Options

Option 9	
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 Technical 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

### Tertiary Menu Prompt Options

Option 4	
Press or say 1	For Every Woman Counts Inquiry System
Press or say 2	«For CMC, POS/Internet eTAR, LSRS, Children's Presumptive Eligibility (CPE), HIPAA, Hospital Presumptive Eligibility (HPE), Newborn Gateway or Presumptive Eligibility for Pregnant Women»
Press or say 3	For dates and locations of Medi-Cal provider training seminars

## «Tertiary Menu Prompt Options (continued)»

<b>Option 5</b>	
<b>Press or say 1</b>	For HAP or Family PACT
<b>Press or say 2</b>	For CCS or GHPP
<b>Press or say 3</b>	For Crossover
<b>Press or say 4</b>	For LTC
<b>Press or say 5</b>	For general billing
<b>Press or say 6</b>	For DRG

<b>Option 6</b>	
<b>Press or say 1</b>	For Provider Enrollment
<b>Press or say 2</b>	For TAR
<b>Press or say 3</b>	For Every Woman Counts billing inquiries, EWC

**<<Legend>>**

<<Symbols used in the document above are explained in the following table.>>

<b>Symbol</b>	<b>Description</b>
<<	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