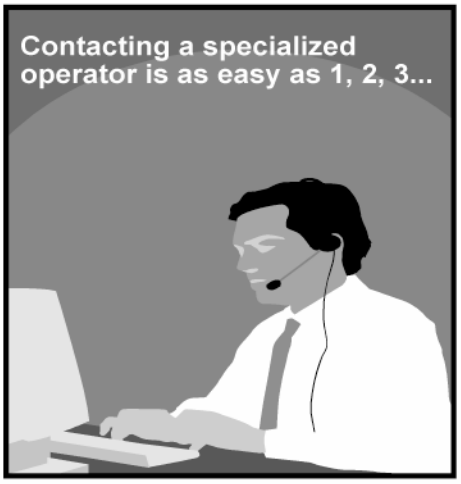
Medi-Cal Specialized Operator Reference Guide

1. Dial 1-800-541-5555.

Wait a few seconds for the greetings to finish:

- *"Thank you for calling the EDS Medi-Cal Telephone Service Center."*
- Meeting notices or announcements



2. For English, press (1) + (1)

For Spanish, press (1) + (2)

3. Follow the prompts as specified

Crossover Claim Billing Assistance

Press (1) + (4) ➡ then press (1) + (1) to reach a specialized operator.

General Medicine Billing Assistance

Press (1) + (4) ➡ then press (1) + (2) to reach a specialized operator.

Vision Billing Assistance

Press (1) + (4) ➡ then press (1) + (2) to reach a specialized operator.

Specialty Program Billing Assistance **Includes CCS/GHPP and LEA**

Press (1) + (4) ➡ then press (1) + (3) to reach a specialized operator.

CHDP Gateway Billing Assistance

Press (1) + (4) ➡ then press (1) + (4) to reach a specialized operator.

Health Access Programs Billing Assistance

Press (1) + (5) ➡ then press (1) + (2) to reach a specialized operator.

Provider Enrollment Billing Assistance

Press (1) + (5) ➡ then press (1) + (3) to reach a specialized operator.

Managed Care Billing Assistance

Press (1) + (5) ➡ then press (1) + (4) to reach a specialized operator.

Mental Health Billing Assistance

Press (1) + (5) ➡ then press (1) + (4) to reach a specialized operator.

Inpatient Billing Assistance

Press 1 + 5 ➡ then press 1 + 5 to reach a specialized operator.

Long Term Care Billing Assistance

Press 1 + 5 ➡ then press 1 + 5 to reach a specialized operator.

Outpatient Billing Assistance

Press 1 + 5 ➡ then press 1 + 5 to reach a specialized operator.

Computer Media Claims (CMC) Assistance

Press 1 + 6 ➡ then press 1 + 1 to reach a specialized operator.

HIPAA Implementation Assistance

Press 1 + 6 ➡ then press 1 + 2 to reach a specialized operator.

Lab Services Billing Assistance

Press 1 + 6 ➡ then press 1 + 3 to reach a specialized operator.

Durable Medical Equipment Assistance

Press 1 + 6 ➡ then press 1 + 4 ➡ then press 1 + 1

Allied Health Billing Assistance

Press 1 + 6 ➡ then press 1 + 4 ➡ then press 1 + 2

Pharmacy Billing Assistance

Press 1 + 6 ➡ then press 1 + 4 ➡ then press 1 + 2

POS / Downloads / Internet Assistance

Press 1 + 6 ➡ then press 1 + 6 to reach a specialized operator.

eTAR Specialized Billing Assistance

Press 1 + 6 ➡ then press 1 + 7 to reach a specialized operator.

National Provider Identifier (NPI) Registration

Press 1 + 6 ➡ then press 1 + 8 to reach a specialized operator.