



## **MMCAP Member Reference Guide**

### **Customer Service**

Phone: 866-641-1199 (this number is best used to get into State Govt. queue)

Fax: 866-551-0530

government-pharma@cardinalhealth.com

Hours of Operation 7:30-5:00 P.M. Monday-Friday

### **Teleserve IVR Service**

866-958-2200

Check Stock Status and place orders 24 hours a day service

### **Cardinal.com Support**

800-326-6457

Hours of Operation 7:00 A.M. – 12:00 A.M. EST Monday-Friday

9:00 A.M. – 9:00 P.M. EST Saturday & Sunday

### **Emergency Orders**

We have an **Emergency Call Procedure** which is in place to support customers in an emergency situation 24 hours a day, 7 days a week, 365 days a year.

#### **Life critical emergency**

When you have a life critical emergency situation that requires you to receive a product before your next scheduled delivery, please follow the Emergency Call Procedure outlined below:

#### **Emergency Call Procedure for the Fastest Response**

1. During normal business hours:  
Monday-Friday 7:30 A.M to 5:00 P.M.  
Please call Customer Service.
2. Outside normal business hours, please call the emergency number  
**Emergency number 877-772-0346**
3. When calling the emergency number, an answering service representative will take the message and a Cardinal Health employee will promptly return your call. Please have your servicing DC name, account name and #, a contact name, and a call back phone number available.