



MMCAP Infuse 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.