



Medical Provider Newsletter

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An electronic newsletter for EMI Health medical providers • www.emihealth.com

Your opinion matters

You may have received an email from us recently asking you to complete a satisfaction survey. We value our partnership with you and the service you provide our members. We would greatly appreciate it if you would spend a few minutes responding to the short email survey. Your feedback will help us identify successes and opportunities for improvement.

If you submitted claims to EMI Health in the past 12 months and you did not receive the survey email, please check your Junk or Spam folder first. The email would have come from the @surveymonkeyuser.com or @emihealth.com domains. If the email isn't there, and you would like to participate, please notify Amber Summers at asummers@emihealth.com, including the provider's name and office address in your request.

We know your time is valuable, and we promise the survey won't take much of it. As a token of our appreciation, all participants will be entered into a drawing to have treats delivered to their office by an EMI Health provider relations representative.

The EMI Health ID card contains a wealth of information

September 1 marks the beginning of a new plan year for many EMI Health groups, particularly school districts. Please remember to review your patients' member ID cards - front and back - for important benefit and claims submission information. It is important to note that Utah providers must submit claims directly to EMI Health. The Cigna logo and claims information are included on the member ID card for providers practicing outside of Utah.

Have you heard? EMI Health is developing a chiropractic network

We are pleased to announce that we are developing our own chiropractic network for the Utah service area for dates of service beginning January 1, 2018. This will allow us to fully administer and service the contracted association we have with chiropractors.

Chiropractors should have received an agreement and credentialing forms from us. In order to be considered for EMI Health's chiropractic network, those completed forms must be returned to EMI Health as quickly as possible. If you are a chiropractor and did not receive an agreement, or if you have any questions, please contact your Provider Relations representative (see page 2).

Coding for multiple diagnoses

We understand the importance of including multiple diagnosis codes on a single claim form or lab order to capture all information relevant to the patient. We also recognize that it can get complicated, especially if the primary intent of the visit was a preventive exam. It's crucial that the diagnosis codes are listed according to importance, with the first-listed (i.e., primary) code being the one that most strongly supports the purpose of the services received. Most often (but not always), that will be the thing that brought the patient into the office in the first place. EMI Health will process each claim line based on the first-listed diagnosis pointed to that claim line. If the first-listed code is a preventive diagnosis code, and the procedure code is appropriate for use with preventive services, that claim line will hit the member's preventive service benefits. However, if the first-listed code is a problem-focused diagnosis, the claim line will hit another benefit, even if a preventive diagnosis is included as one of the secondary diagnosis codes. Since many preventive services are covered 100-percent with no cost to the patient, the order of the diagnosis codes makes a big difference.

The only constant is change; help us keep up with you

Has your practice recently reached capacity? Or perhaps you were full, but space has recently opened up. Please let us know when you experience a change in status. Our provider directory includes a notation indicating whether a provider is accepting new patients or established patients only. Of course, the information is only useful to the member - and to your office - if it's accurate.

Are you moving? Changing TINs? Got a new phone number? The sooner you let us know, the sooner we can update our system and avoid any delay in the processing of your claims and ensure that our members always know where to find you. If a provider leaves your practice, please let us know that as well.

If you haven't checked your listing on our provider directory recently, visit <https://www.emihealth.com> or use the EMI Health provider search mobile app to confirm that all of your contact information is correct. If you have any updates, notify your provider relations representative (see below).

Help your patients maximize benefits by using participating labs and radiologists

EMI Health's insureds will receive maximum benefits when they are referred to participating providers, and participating providers agree to refer EMI Health's insureds to other participating providers and facilities. This includes outpatient surgical centers, radiology, and laboratories. EMI Health participating laboratories include LabCorp, Quest Diagnostics, and Intermountain Central Laboratory. You may access the most up-to-date provider listing on our website at www.emihealth.com or using the EMI Health provider search mobile app.

Provider Relations Contacts

Urban Region

Northern Salt Lake County (north of Murray)

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North Region

(Box Elder, Davis, Morgan and Weber Counties)

Nancy Hansen

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Central Region

(Utah, Juab and Tooele Counties)

To Be Announced

(801) 270-2909 or (800) 662-5850 ext. 2909

Southern & Rural Region

(Beaver, Cache, Carbon, Daggett, Duchesne, Emery, Garfield, Grand, Iron, Kane, Millard, Piute, Rich, San Juan, Sanpete, Sevier, Summit, Uintah, Wasatch, Washington and Wayne Counties)

Emily Harenberg

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For questions regarding NPI and EDI, TIN/address updates, or claims status

Call (801) 262-7975 or (800) 644-5411