



## Dental Provider Newsletter

Volume 13, Number 1



### **Come grow with us!**

EMI Health now covers nearly 1,000 employer groups, representing more than 62,000 employees and nearly 170,000 covered lives. In 2016 alone, we added more than 120 net groups including the following:

- ◆ Cherry Hill Farms
- ◆ City of South Salt Lake
- ◆ Girl Scouts of Utah
- ◆ Hotel Park City
- ◆ Roy City
- ◆ STRATUS.HR
- ◆ Tanner Glass & Hardware
- ◆ Tim Dahle Nissan

If you are not participating on all three networks, please contact your provider relations representative.

### **Time is money**

We know that your time is valuable, and we do everything we can to respect that. In 2016, we achieved some pretty impressive statistics:

- ◆ Nearly 86 percent of all calls to our Provider Assist Line were answered within 60 seconds.
- ◆ The average dental claim was processed within 3.8 days.
- ◆ Nearly 99 percent of all claims (dental and medical) were processed within 30 days.

#### Helpful Hint

- ◆ Call volume is the highest between 10:30 a.m. and 2:00 p.m.
- ◆ Call volume is the lowest before 10:00 a.m., especially on Fridays.
- ◆ If your question is not time-sensitive, for the quickest response, call us on Friday morning.
- ◆ You can also email your questions to [customer.service@emihealth.com](mailto:customer.service@emihealth.com).
- ◆ You can check a member's eligibility and accumulators or the status of a claim online through your My EMI Health account.

### **Copayment schedules have been updated for 2017**

Copayment schedules have been updated for 2017. Be sure to log in to your My EMI Health account to access the latest copayments and benefit information.

### **Do we have your current W9?**

In order to ensure our provider records are current and to provide you with an accurate 1099 at the end of the year, we require a W-9 form with Line 1 (Name) populated with the individual's or entity's name exactly as it is shown on your income tax return. If you have a business, trade, or DBA (doing business as) name that is different from the name on your income tax return, that name may be recorded on Line 2 (Business name/disregarded entity name). If you need to submit an updated W-9, download the form at [www.irs.gov/pub/irs-pdf/fw9.pdf](http://www.irs.gov/pub/irs-pdf/fw9.pdf). Once completed, fax it to (801) 270-3076, attention Provider Enrollment.



### **Urban Region**

Northern Salt Lake County (north of Murray)

#### **Lauren Ziska**

(801) 270-2950 or (800) 662-5850 ext. 2950  
lziska@emihealth.com

Southern Salt Lake County (from Murray south)

#### **Natascha Allen**

(801) 270-2821 or (800) 662-5850 ext. 2821  
nallen@emihealth.com

### **North Region**

(Box Elder, Davis, Morgan and Weber Counties)

#### **Nancy Hansen**

(801) 270-2928 or (800) 662-5850 ext. 2928  
nhansen@emihealth.com

### **Central Region**

(Utah, Juab and Tooele Counties)

#### **To be determined**

(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**

(801) 270-2951 or (800) 662-5850 ext. 2951  
eharenberg@emihealth.com

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

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

(800) 662-5850    FAX (801) 269-9734    [emihealth.com](http://emihealth.com)

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**EMI HEALTH**  
*Smart Benefits*