



Medical Provider Newsletter

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

Meet our new provider relations representative

We are pleased to introduce the new provider relations representative for the Southern Salt Lake County Region (Murray and south). Natascha Allen brings a wealth of experience working in provider offices and a degree in medical billing and coding from LDS Business College. Natascha is a tremendous asset to our team, and we are confident that you will find her knowledge and experience to be a great benefit to our providers as well.

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.

Please keep us posted

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, please 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 page 2).

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 radiology and laboratories. EMI Health participating laboratories include LabCorp, Quest Diagnostics, and Intermountain Healthcare. 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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Southern Salt Lake County (from Murray south)

Natascha Allen

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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)

Gary Southern

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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