



Medical Provider Newsletter

Volume 8, Number 1



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

Come grow with us!

EMI Health now covers more than 400 employer groups, representing more than 22,000 employees and nearly 68,000 covered lives. In 2016 alone, we added nearly 150 net groups including the following:

- ♦ Brian Head Ski Resort
- ♦ Colonial General Insurance
- ♦ Craftsman Kitchens
- ♦ Red Rock Canyon School
- ♦ Symphony Homes
- ♦ The City of Cedar Hills

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 medical claim was processed within six 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.
- ♦ You can check a member's eligibility and accumulators or the status of a claim online through your My EMI Health account.

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. Once completed, fax it to (801) 270-3076, attention Provider Enrollment.

2017 Community Education Fairs

Register Now!

Ogden: Thursday, March 23
SLC: Wednesday, March 29
Provo: Thursday, March 30
St. George: Thursday, April 6

To register: <https://uhin.org/events/>



Provider Relations Contacts

Urban Region

Northern Salt Lake County (north of Murray)

Lauren Ziska

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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 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