



# Medical Provider Newsletter

*Volume 9, Number 2*



*An electronic newsletter for EMI Health medical providers • [www.emihealth.com](http://www.emihealth.com)*

## **We're moving - but not far!**

EMI Health continues to grow - so much so that we've outgrown our current office. Starting June 25, you'll find us at our new location.

You can still reach our provider assistance team at 801-262-7975 or toll free at 800-644-5411. Call them with your claims, benefits, NPI, or EDI questions. For anything else, feel free to reach out to your provider relations representative, listed below.



5101 South Commerce Drive • Murray, UT 84107

## **Preauthorization 101**

Preauthorization is the procedure for confirming, prior to the rendering of care, the medical necessity and appropriateness of the proposed treatment and whether (and if so, to what extent) such treatment is a covered benefit for the insured.

The preauthorization process begins with a review for medical necessity. After medical necessity is determined through the Utilization Review and Case Management Unit, EMI Health finalizes the authorization by verifying patient eligibility, plan exclusions, COB information, plan maximums, etc. Upon completion, an authorization number is assigned, and a letter is sent to both the provider and the insured outlining the authorization information.

The following treatments require preauthorization:

- Hospitalizations and inpatient facility admissions, including skilled nursing facilities, and mental health and drug/alcohol treatment
- Residential treatment
- Surgeries, in a hospital or ambulatory surgical facility
- Home health services, including home I.V. services
- Dental services, including orthodontics, when dental injury occurs as a result of an accident
- Durable medical equipment or prostheses
- Hyperbaric Oxygen Treatment
- Clinical trials
- Flight-based interfacility patient transport services when using a nonparticipating air ambulance service.

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Only the primary surgical procedure, instead of each procedure performed, requires preauthorization; however, all procedures are subject to plan exclusions and claims edit system coding rules.

For services or treatments that require inpatient hospitalization, call EMI Health at 801-270-3037 or toll free at 888-223-6866. For outpatient services, it is recommended that you submit preauthorization requests via fax; however, telephone preauthorization requests are also accepted. You can find the Outpatient Notification Form at [www.emihealth.com](http://www.emihealth.com) under "Provider Forms." Upon completion, you will receive a letter outlining the authorization information. Responses are no longer faxed to the provider.

For durable medical equipment or prostheses, submit a written request, accompanied by a letter of medical necessity.

If a claim is submitted without the required preauthorization, or if the claim submitted does not match the existing preauthorization information, processing may be delayed until EMI Health completes further review. If the appropriate preauthorization was not obtained, penalties will be applied in accordance with the Provider Participation Agreement.

If you have questions concerning preauthorization, contact our provider assistance line at 801-262-7975 or toll free at 800-644-5411.

## Provider Relations Contacts

### Urban Region

Northern Salt Lake County (north of Murray)

#### **Patti Langell**

(801) 270-2950 or (800) 662-5850 ext. 2950  
[plangell@emihealth.com](mailto:plangell@emihealth.com)

Southern Salt Lake County (from Murray south)

#### **Janalynn Pearce**

(801) 270-2821 or (800) 662-5850 ext. 2821  
[jpearce@emihealth.com](mailto:jpearce@emihealth.com)

### North Region

(Box Elder, Davis, Morgan and Weber Counties)

#### **Tiffany Smith**

(801) 270-2928 or (800) 662-5850 ext. 2928  
[tsmith@emihealth.com](mailto:tsmith@emihealth.com)

### Central Region

(Utah, Juab and Tooele Counties)

#### **Whitney Bunker**

(801) 270-2909 or (800) 662-5850 ext. 2909  
[wbunker@emihealth.com](mailto:wbunker@emihealth.com)

### 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](mailto:eharenberg@emihealth.com)

### For questions regarding NPI and EDI, eligibility, or claims status

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