



Dental Provider Newsletter

Volume 15, Number 1



Meet our new provider relations representatives

We are pleased to introduce two new provider relations representatives:

- Tiffany Smith is the representative for the North Region (Box Elder, Davis, Morgan, and Weber Counties). Tiffany has 17 years of experience working with dental providers, insurance, record-keeping, billing, and office management.
- Patti Langell is the provider relations representative for the Urban Region (northern Salt Lake County). Patti has 10 years of contracting, sales, administrative, and customer service experience, most recently as a representative on EMI Health's provider assistance line.

These ladies are a tremendous asset to our team, and we are confident that you will find their knowledge and experience to be a great benefit to you as well.

Join us for the 2018 Utah Dental Association Convention

The UDA Convention is coming soon: April 26-27, at the Salt Palace Convention Center in Salt Lake City. If you haven't yet registered, you can do so at www.uda.org until April 8. After that, registration may be done onsite only. Make sure to stop by the EMI Health booth. We look forward to seeing you there.

Time is money

We know that your time is valuable, and we do everything we can to respect that. In 2017, we achieved some pretty impressive statistics:

- More than 73 percent of all calls to our Provider Assist Line were answered within 60 seconds.
- The average dental claim was processed within five days.
- More than 98 percent of all claims (dental and medical) were processed within 30 days.

We are currently experiencing a high volume of calls, and you may have noticed a slight increase in call answer time. We are making adjustments, including hiring and training more customer service representatives, to address that. In the meantime, here are some tips that will help you reduce wait time.

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.

Urban Region

Northern Salt Lake County (north of Murray)

Patti Langell

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

Southern Salt Lake County (from Murray south)

JanaLynn Pearce

(801) 270-2821 or (800) 662-5850 ext. 2821
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

Central Region

(Utah, Juab and Tooele Counties)

Whitney Bunker

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

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

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