



Dental Provider Newsletter

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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

Orthodontic claims submission and reimbursement

How does EMI Health process orthodontic claims when it is the primary payer?

When an EMI Health dental plan is the primary payer for the patient, EMI Health makes annual payments for covered orthodontics, based on the treatment plan. For example:

- ◆ If the treatment is expected to take one year or less, EMI Health will make one payment covering all of the eligible charges.
- ◆ If the treatment is expected to take between 13 and 24 months, EMI Health will make two annual payments for 50 percent of the eligible charges.
- ◆ If the treatment is expected to take between 25 and 36 months, EMI Health will make three annual payments for 33.3 percent of the eligible charges.

You need only submit one claim with the total charges. Be sure to include the treatment plan information. If the plan is a Federal Marketplace plan, you will also need to include the Handicapping Labio-lingual Deviation (HLD) form.

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What if EMI Health is the secondary payer?

If an EMI Health plan is the secondary payer, you should submit monthly claims, attaching the primary Explanation of Payment (EOP) and, if necessary, the completed HLD form.

What if the member changes carriers during treatment?

- ◆ If a patient discontinues coverage with EMI Health at any point during the treatment, no further payments will be made. Any additional expenses would be the responsibility of the patient or new carrier.
- ◆ If a patient starts coverage with EMI Health once orthodontic treatment is in progress, EMI Health requires the claim be accompanied by a copy of the treatment plan and documentation of the full amount billed and any amounts paid under a previous dental plan. Amounts paid under a previous dental care plan for a case in progress, which is defined as the placement of bands, will be deducted from the maximum amount payable for orthodontic benefits under the EMI Health plan.

Provider Relations Contacts

Urban Region

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