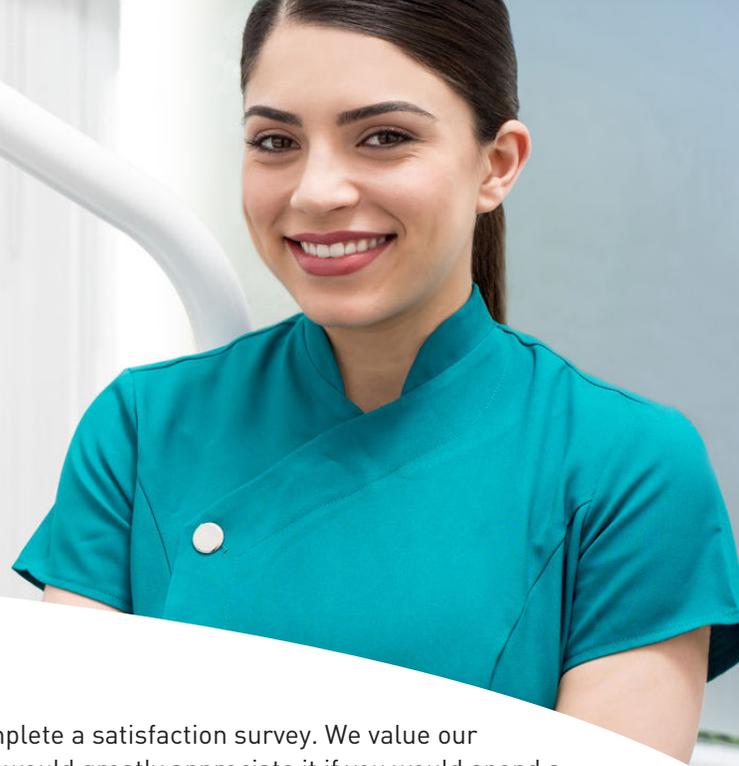




## Dental Provider Newsletter

Volume 14, Number 3



### Your opinion matters

You may have received an email from us recently asking you to complete a satisfaction survey. We value our partnership with you and the service you provide our members. We would greatly appreciate it if you would spend a few minutes responding to the short email survey. Your feedback will help us identify successes and opportunities for improvement.

If you submitted claims to EMI Health in the past 12 months and you did not receive the survey email, please check your Junk or Spam folder first. The email would have come from the @surveymonkeyuser.com or @emihealth.com domains. If the email isn't there, and you would like to participate, please notify Amber Summers at [asummers@emihealth.com](mailto:asummers@emihealth.com), including the dentist's name and office address in your request.

We know your time is valuable, and we promise the survey won't take much of it. As a token of our appreciation, all participants will be entered into a drawing to have treats delivered to their office by an EMI Health provider relations representative.

### 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. Additional eligibility, benefit, and claim details are available through your My EMI Health account.

### The only constant is change; help us keep up with you

Has your practice recently reached capacity? Or perhaps you were full, but space has recently opened up. Please let us know when you experience a change in status. Our provider directory includes a notation indicating whether a dentist is accepting new patients or established patients only. Of course, the information is only useful to the member - and to your office - if it's accurate.

Are you 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, 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).

### **Urban Region**

Northern Salt Lake County (north of Murray)

#### **Lauren Ziska**

(801) 270-2950 or (800) 662-5850 ext. 2950  
lziska@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)

#### **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**

(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

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