



Medical Provider Newsletter

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

Meet our new provider relations representative

We are pleased to introduce the new provider relations representative for the Central Region (Juab, Tooele, and Utah Counties). Whitney Bunker has several years' experience in the health insurance industry. For the past six months, she has worked on EMI Health's provider enrollment team, and prior to that she was on our Provider Assistance phone line. Whitney has outstanding communication and customer service skills. She is a tremendous asset to our team, and we are confident that you will find her knowledge and experience to be a great benefit to our providers as well.

Watch for the Network Care logo

We are pleased to announce that effective 11/01/2017, Allied Benefit Systems, Inc. has joined the Affiliated Managed Care Plans (AMCPs) who access the Network Care panel. A full list of AMCPs can be obtained through your My EMI Health account. Members can also be identified by the presence of the Network Care logo on their ID cards:



Of course, a patient's eligibility status may change over time, so we recommend that you confirm eligibility directly with the AMCP. Claims questions should also be directed to the AMCP. Call your EMI Health provider relations representative with any contracting or credentialing questions.

Mark your calendars for the 2018 UHIN Community Education Fairs

Save the date! The UHIN Community Education Fairs are scheduled for the following dates:

Salt Lake County	March 21	Davis County	March 27
Utah County	March 28	Washington County	April 11

You won't want to miss this, so mark your calendars now. Details, including locations, will be coming soon.

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 provider 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.

Help your patients maximize benefits by using participating labs and radiologists

EMI Health's insureds will receive maximum benefits when they are referred to participating providers, and participating providers agree to refer EMI Health's insureds to other participating providers and facilities. This includes outpatient surgical centers, radiology, and laboratories. EMI Health participating laboratories include LabCorp, Quest Diagnostics, and Intermountain Central Laboratory. You may access the most up-to-date provider listing on our website at www.emihealth.com or using the EMI Health provider search mobile app.

Provider Relations Contacts

Urban Region

Northern Salt Lake County (north of Murray)

Lauren Ziska

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Southern Salt Lake County (from Murray south)

Janalynn Pearce

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

(Box Elder, Davis, Morgan and Weber Counties)

Nancy Perkins

(801) 270-2928 or (800) 662-5850 ext. 2928
nperkins@emihealth.com

Central Region

(Utah, Juab and Tooele Counties)

Whitney Bunker

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