



# Medical Provider Newsletter

*Volume 8, Number 2*

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

## Meet our new provider relations representative

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We are pleased to introduce the new provider relations representative for the Southern Salt Lake County Region (from Murray south). JanaLynn Pearce has several years' experience in the health insurance industry and working in a dental office. For the past six months, she has worked on EMI Health's Provider Assistance line. JanaLynn has a master's degree from Brigham Young University and is a nationally certified phlebotomist. 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.

## Do we have your most recent Board Certification information?

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As part of the credentialing process, EMI Health requires that many specialties be Board Certified. This helps us meet our HEDIS quality measures and ensures that our members are receiving the best care possible. If your specialty requires Board Certification, it is important that you notify us as soon as you receive your Board Certification and keep us informed of any changes in your certification status (termination or renewal).

## Updated provider manual online

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We've recently updated our administrative manual. To access the manual, go to the Provider Forms section of our website at [www.emihealth.com](http://www.emihealth.com) and select Medical Provider Manual.

While you're there, you can also subscribe to receive this newsletter online and register your My EMI Health account for around-the-clock access to eligibility, benefit, and claims information.

## Watch for the Network Care logo

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Your provider agreement with EMI Health includes the Affiliated Managed Care Plans (AMCPs) who access the Network Care panel. A 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.

## Provider Relations Contacts

### 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)

#### Trisha Burk

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