

# DENTAL PROVIDER NEWSLETTER



## Thank you for your partnership!

EMI Health and TDA are committed to providing our members with quality, cost-efficient dental care. We recognize our participating dentists as partners in fulfilling that commitment. We appreciate your service to our members and make it our goal to provide exceptional service to you in return. As a participating dentist, **you enjoy the following benefits:**

- **Potential Patients:** EMI Health plans cover more than 250,000 members in Utah, and that number continues to grow. These members are encouraged to use participating providers through plan design, provider directories, and other educational materials.
- **Quick Claims Payment:** Most dental claims are typically processed within five business days. EMI Health pays its portion directly to your office, minimizing the need to collect from patients. In addition, EMI Health dental plans generally pay a higher level of reimbursement for services received from In-Network participating providers. This may include lower deductibles, higher annual maximums, and lower coinsurance amounts for participating providers compared to out-of-network dentists.
- **Exceptional Service:** In addition to a dedicated Provider Assistance Line, EMI Health also assigns a provider relations representative to each of its participating providers. Your representative is available for in-person visits as well as by phone or email to help resolve any questions or concerns you may have.

We appreciate the service you provide to our members and look forward to working with you for many years to come!



## Check your provider forms

EMI Health regularly updates our provider forms, so please be sure to **check with your provider relations representative to ensure you are using the correct forms**. You can help us process your requests promptly and efficiently.

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## Reminder: claims mailing address

Please be aware that **our claims mailing address is not our headquarters location**. See below for the address for mailing paper claims.

EMI Health

P.O. Box 21482

Eagan, MN 55121

In addition, **claims that do not include attachments must be submitted electronically**. We work with all major clearinghouses that submit through the Utah Health Information Network (UHIN). EMI Health's payer ID is SX110. It's possible your clearinghouse may assign us a custom payer ID. If you are searching by name, your clearinghouse may have us listed as EMI Health, EMIA, or Educators Mutual. Of course, you also have the option to submit EDI claims directly through UHIN. For more information on that option, contact UHIN at [www.uhin.org](http://www.uhin.org) or 877-693-3071.

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## Reminder

We are committed to providing our members with accurate network information and processing your claims as quickly and accurately as possible. To support this effort, please **notify EMI Health as soon as possible of any upcoming changes to your address, phone number, Tax Identification Number (TIN), your availability to accept new patients, or your office's list of providers**. If you haven't checked your listing in our provider directory recently, visit our website or use the EMI Health mobile app to confirm that your information is correct.



EMI Health, 5101 S. Commerce Drive, Murray, UT 84107, United States, (800) 662-5851