

# MEDICAL PROVIDER NEWSLETTER



## The Member Lookup Tool

To enhance your experience and efficiency as an EMI Health provider, remember to utilize our Member Lookup tool. Accessible via the EMI Health website under the "Providers" dropdown menu, this tool offers real-time eligibility verifications and provides basic benefit information for our medical and dental memberships. This user-friendly interface will help save you time and energy.

Find it here: <https://emihealth.com/Providers/MemberLookup>

The screenshot shows the EMI Health Member Lookup tool interface on a mobile device. The page title is "Member Lookup". Below the title, there is a disclaimer: "This Member Lookup tool provides eligibility, accumulation and benefit information based on the member information provided below. For assistance or additional information, contact our Provider Support team at [provider@emihealth.com](mailto:provider@emihealth.com) or 800-644-5415." The form contains the following fields: First Name, Last Name, Subscriber's Policy Holder's ID, Date of Birth (with a calendar icon), and Sex. There are also checkboxes for "Print & Mail" and "Save". At the bottom of the form, there are "Submit" and "Clear" buttons.

## Changing Your TIN?

If you are changing your TIN, please inform your provider relations representative as soon as possible so that they may email you the proper form to fill out. Please see below some things to consider when completing the form.

- All fields must be completed in order to process the request.
- Inform your provider relations representative the date on which you will begin practicing under the new TIN.

- Include the following documents with your form: Signed Participating Provider Agreement for the new TIN (EMI Health requires a signed agreement for each TIN.), IRS Form CP 575 or 147C letter, and a Certificate of Insurance (COI).

Thank you for your help in ensuring timely updates on the changes to your practice.

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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.



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