



Medical Provider Newsletter



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Preauthorization Update

Educators Mutual periodically updates the services for which we require preauthorization, in light of medical advances, changes in the healthcare industry, and reviews of Educators Mutual's administrative procedures. Effective 07/01/10, hyperbaric oxygen treatment requires preauthorization in order to receive optimal reimbursement through Educators Mutual plans. As a reminder, the preauthorization process is as follows:

- To obtain preauthorization for durable medical equipment or prostheses submit a written request accompanied by a letter of medical necessity.
- To obtain preauthorization for inpatient services, call 1-801-270-3037 or (toll free) 1-888-223-6866.
- To obtain preauthorization for outpatient services, fax the Outpatient Notification Form to 1-801-270-3010. You can find the form at educatorsmutual.com under Provider Forms. Telephone preauthorization requests are also accepted.
- For services or treatments that require inpatient hospitalization, other than emergencies, preauthorization must be obtained at least 48 hours prior to receiving the services or treatments, or as soon as reasonably possible.
- For emergency hospitalizations, give notice of the hospitalization within 48 hours of the admission, or as soon as reasonably possible, by calling one of the phone numbers listed above. An appropriate length of hospitalization will then be determined.

For a more detailed description of the preauthorization process, including timelines and associated penalties, please refer to your Provider Manual, which can be found at www.educatorsmutual.com under Provider Forms. If you have any preauthorization or claims questions, please call the provider assist line at 801-262-7975 or toll free at 1-800-644-5411. In addition, feel free to contact your provider relations representative anytime we can be of service to you.

Educators Mutual streamlines the credentialing process

Educators Mutual has joined the more than 400 credentialing organizations currently participating in the Universal Provider DataSource (UPD) in offering providers an opportunity to streamline the credentialing process.

Launched in 2002, UPD allows registered physicians and other health professionals in all 50 states and the District of Columbia to enter their credentialing information free of charge into a single, uniform online system that meets the credentialing needs of most health plans, hospitals, and other healthcare organizations. The provider data-collection service streamlines the initial application and re-credentialing processes, reduces provider administrative burdens and costs, and offers health organizations real-time access to reliable provider information for quality assurance and support services, such as directories and claims processing.

To date, more than 740,000 providers have taken advantage of this unique online application, with approximately 10,000 new providers registering in the service each month. All data submitted by providers through UPD is maintained in a secure, state-of-the-art data center. Providers authorize health plans and other organizations access to the information. Periodic provider updates help ensure that the information is always current; provider changes are automatically sent to participating healthcare organizations.

UPD is supported by the American Medical Association, the American Academy of Family Physicians, the American College of Physicians, America's Health Insurance Plans, the Medical Group Management Association, the National Association of Medical Staff Services and other provider organizations, and recognized by a number of state legislators and insurance commissioners. The newest version of the UPD application meets all related URAC, National Committee for Quality Assurance and Joint Commission on Accreditation of Healthcare Organizations standards.

For more information about registering with the service or to complete the UPD application, visit caqh.org/cred/.

Future editions of this newsletter can be viewed online at www.educatorsmutual.com.



Provider relations contacts

Urban Region

(Salt Lake County)

Brenda Walton (801) 270-2950 or (800) 662-5850 ext. 2950

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Central Region

(Includes Utah, Tooele, and Juab counties)

Bridgett Rieffanaugh (801) 270-2852 or

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South and Rural Regions

(Beaver, Carbon, Daggett, Duchesne, Emery, Garfield, Grand, Iron, Kane, Millard, Piute, San Juan, San Pete, Sevier, Summit, Uintah, Wasatch, Washington, and Wayne counties)

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(Box Elder, Cache, Davis, Morgan, Rich, and Weber counties)

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Medicare Advantage Coordinator

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Provider Credentialing Representative

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For questions regarding NPI and EDI, TIN/address updates, or credentialing

Call (801) 262-7975 or (800) 644-5411

