



Medical Provider Newsletter



Volume 1, Number 1 • Winter 2010

Thank you for the input

We have completed our annual satisfaction survey of 449 participating medical providers. The results of the survey are described below. We are pleased that the vast majority of you are happy with the services we provide.

Percent Satisfied

Overall: 94.29%

Claims Payment: 93.15%

Provider assist (service via telephone): 97.10%

Provider relations: 90.68%

We appreciate your participation in the survey and value your opinions. In fact this newsletter has been created in response to requests from our providers. Watch for future quarterly editions at www.educatorsmutual.com. Remember, we value your feedback year-round. Feel free to contact your provider relations representative anytime with questions or concerns or to suggest future newsletter topics.

Preauthorization Process

When Do I Need to Preauthorize?

“Preauthorization” is the procedure for confirming, prior to rendering of care, the medical necessity and appropriateness of a proposed treatment. A preauthorization determines whether (and if so, to what extent) such treatment is a covered benefit for the member.

Preauthorizations are required depending on the kind of treatment and whether the provider is a participating provider or a non participating provider. The following is a list of general treatments that require preauthorization:

- Hospitalizations and inpatient facility admissions, including skilled nursing facility
- Surgeries in a hospital or ambulatory surgical facility (this does not apply to diagnostic endoscopy procedures)
- Home health services including home IV services
- Dental Services, including orthodontics, when dental injury occurs as a result of an accident
- Hernia-related procedures
- Dayspring/Day treatment
- Durable Medical Equipment and Prostheses costing more than \$300 (see medical supplies and equipment)

PLEASE NOTE: The preauthorization process for elective surgeries can take up to seven to ten days to complete. Please allow enough time to complete the preauthorization process when scheduling services. Please contact Educators Mutual within 48 hours for any emergency procedures/services.

For your convenience, an outpatient notification form can be found on the Educators Mutual web site, www.educatorsmutual.com. You may also contact our provider assist representatives at 800-644-5411.

Helpful Tips:

- Include complete diagnosis and procedure codes.
- Include all applicable documentation (photos, history, medical records).
- If you handwrite the outpatient notification fax form, please print and be sure the writing is clear.



Provider relations contacts

Urban Region

(Salt Lake County)

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

bwalton@educatorsmutual.com

Central Region

(Includes Utah, Tooele, and Juab counties)

Bridgett Rieffanaugh 801.270.2852 or

brieffanaugh@educatorsmutual.com

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)

Crystal Peterson (801) 270-2958 or (800) 662-5850 ext. 2958

cpeterson@educatorsmutual.com

North Region

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

Emily Bird, (801) 270-2951 or (800) 662-5850 ext. 2951

ebird@educatorsmutual.com

Medicare Advantage Coordinator

Bridgett Rieffanaugh 801.270.2852 or

brieffanaugh@educatorsmutual.com

Provider Credentialing Representative

Chemille Pierson (801) 270-2928 or (800) 662-5850 ext. 2928

cperson@educatorsmutual.com

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

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

