



Medical Provider Newsletter



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Celebrating 75 years of service with a new look!

This year marks Educators Mutual's 75th anniversary—and my how we've grown. Educators Mutual began in 1935 as the Utah Teachers Welfare Association (UTWA), incorporated with the sole purpose of providing death benefits to school teachers. In 1941, teachers' requests for additional benefits for illness, accident, and hospitalization resulted in a new health insurance plan. By January 1960, the number of UTWA policyholders was approaching 7,000 and included not just teachers, but other educators as well. In 1965, 30 years after UTWA's inception, the membership voted to change the association's name to Educators Mutual Insurance Association, a name which more accurately reflected the expanded products offered and members served.

Today, with more than 105,000 insureds, Educators Mutual has once again outgrown its name. Therefore, we are delighted to introduce you to EMI Health. This name commemorates another milestone in Educators Mutual's evolution to a full-service health insurance company offering comprehensive benefit plans and services to government agencies and commercial businesses, as well our continued dedication to public and higher education. While you will begin seeing identification cards with the EMI Health logo immediately, you will also continue to see the traditional Educators Mutual logo through the next 12 months as we make the transition. If you have any questions about an insured's eligibility, please call the Provider Assist Line at (801) 6262-7975 or toll free at (800) 644-5411.

Thanks for the input

We have completed our annual survey of nearly 600 Educators participating medical providers. We are pleased to see that the vast majority of you are happy with our service.

- Overall: 95.4% are satisfied
- Claims Payment: 94.2% are satisfied
- Service via Telephone: 97.6% are satisfied
- Provider Relations: 89.9% are satisfied

We value your feedback and participation in the survey. Of course, our ears are always open, so you don't have to wait for the next survey to express yourself. Feel free to contact your provider relations representative if you have questions or concerns.

Inpatient versus outpatient preauthorization

When submitting a request for preauthorization, it is important to specify whether the services will be performed inpatient or outpatient.

- 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 www.emihealth.com under Provider Forms. Telephone preauthorization requests are also accepted.

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
cpierson@educatorsmutual.com

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

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

