



Dental Provider Newsletter

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.

Educators Mutual offered its first dental plan in 1975 through Delta Dental. Within five years, Educators Mutual was ready to administer and underwrite dental plans in-house. In 2005, we implemented an initiative to expand our base by offering our products to commercial groups and increasing our presence in the dental market. As a part of that initiative, we introduced three new dental networks: Premier, Advantage, and Value. This year we have taken this a step further and have expanded into Arizona.

Today, with more than 105,000 insureds (nearly 83,000 dental 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) 262-7975 or toll free at (800) 644-5411.



Thanks for the input

We have completed our annual survey of nearly 400 Educators participating dental providers. We are pleased to see that the vast majority of you are happy with our service.

- Overall: 92.9% are satisfied
- Claims Payment: 91.6% are satisfied
- Service via Telephone: 98.5% are satisfied
- Provider Relations: 96.0% 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.

2011 fee schedules available now

In response to input from our providers, there will be some fee schedule increases in 2011. Your new fee schedule is enclosed.

Urban Region

(Salt Lake County)

Brenda Walton

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

bwalton@educatorsmutual.com

Central Region

(Utah, Tooele, and Juab counties)

Bridgett Rieffanaugh

(801) 270-2852 or (800) 662-5850 ext. 2852

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

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

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



(800) 662-5850

FAX (801) 269-9734

educatorsmutual.com

852 East Arrowhead Lane
Murray, Utah 84107-5298

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Educators Mutual

