



BeneFacts

A publication of EMI Health • emihealth.com

Member Focus

Make sure your claims process smoothly and quickly

The beginning of the new year is an excellent time to review the information you have on file with your healthcare providers and EMI Health. Take the following simple steps to help ensure that your claims are processed quickly and accurately:

- Contact EMI Health to confirm the social security numbers and dates of birth are accurate for everyone covered on your plan.
- Present your EMI Health ID card when receiving medical, dental, or prescription services.
- Always use the member number of the policyholder.
- Update your provider with any changes in your coverage (e.g., coordination of benefits, dependent coverage termination, etc.)
- Make sure your provider has the correct date of birth for the person receiving the services.
- Closely review all of the materials you receive from EMI Health. We will never send you junk mail.

If you have any questions about your benefits with EMI Health, please feel free to call our customer service department at 801.262.7475 or toll free at 801.662.5851.

Get your next BeneFacts online

If you are still receiving a printed BeneFacts and would like to make the switch to electronic, please send your request to chawkes@emihealth.com. Be sure to include the following information:

- Your name
- The mailing address to which this issue of BeneFacts was sent
- Your email address

You can find past issues of BeneFacts at emihealth.com. Just select "Member Newsletters" under the "Members" option. While you are there, you may also want to consider signing up to receive your Explanations of Benefits (EOBs) electronically as well. Just select "My Account," and follow the simple instructions for creating your account.

Administrative Focus

Go Green with us!

EMI Health is going green, and we're asking you to join us. As a company, we are committed to doing all we can to address environmental issues as they relate to the way we do business.

We invite you to join us in going paperless, starting with your member handbooks. You recently received an electronic copy of your handbook via email. Simply share it with your employees, either on your website or through email. If you choose to post it on your website, be sure to provide your employees with instructions on how to access the handbook. EMI Health is no longer sending paper handbooks to employees.

If you have questions regarding the change to paperless handbooks, or if you wish to continue receiving paper handbooks, please contact your account manager.

You may want to consider electronic billing and encouraging your employees to sign up to receive the Benefacts newsletter and the Explanations of Benefits (EOBs) electronically. Eliminating your paper trail by doing business electronically does more than save trees. According to Time Magazine, "If every U.S. home viewed and paid its bills online, the switch would cut solid waste by 1.6 billion tons a year and curb greenhouse-gas emissions by 2.1 million tons a year." (Global Warming Issue / April 2007)

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Benefacts
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