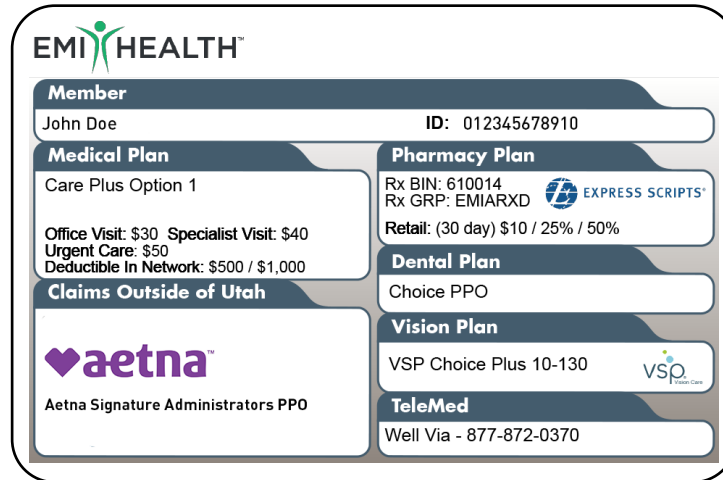


Verifying Eligibility

EMI Health is proud to provide access to the Aetna network, including your facility, for our members. Each member will have a medical identification card with the EMI Health and Aetna logos.

You have several additional options for verifying eligibility and benefits.



1

Online through the My EMI Health Provider Portal 24/7

1. Go to emihealth.com and select Register under Login. Select Physician or Facility as the type of account, and provide the requested information. You will need the physician or facility name, NPI, TIN, and City, as it is on file with Aetna.
2. An EMI Health representative will confirm the provider's participating status and finalize the registration. This may take up to two business days.

Once your account is registered, you may log in anytime 24 hours a day seven days a week to check patient eligibility and benefits.

2

Online through the Availity Provider Portal 24/7

You may verify eligibility, including patient ID and coverage dates, through the Availity Provider Portal.

3

Electronically through Electronic Data Interchange (EDI) 24/7

If you are working with a clearinghouse to submit EDI files, you may submit a HIPAA 270 eligibility file to EMI Health through your clearinghouse. Since EMI Health, not Aetna, is the payer, be sure to send the file to EMI Health. Depending on how you are set up with your clearinghouse, you will receive a 271 response file indicating eligibility immediately or within three hours. For more information regarding real-time 270/271 transmission, call our EDI specialist at 801-270-2984. If you are not working through a clearinghouse, but would like to submit 270 files, EMI Health is an EDI partner with the Utah Health Information Network (UHIN). To obtain a trading partner number from UHIN, call 877-693-3071.

4

By telephone during business hours

You can reach our provider assistance team Monday through Friday from 6:00 a.m. until 6:00 p.m. (MT), at 800-644-5411.