# Your EMI Health ID Card

**What it shows. Why it matters. How to use it.**

Your EMI Health ID card is more than just proof of insurance—it's a quick reference for you and your providers. It lists your plan types, provider networks, and essential contact information. Each card is personalized based on your coverage.

If your card includes medical, dental, and vision plans, each section will appear in its own tab. If you only have one type of coverage (such as dental), all your plan details may appear on one side of the card.

Here's how to read your card—letter by letter.

**Card Front**
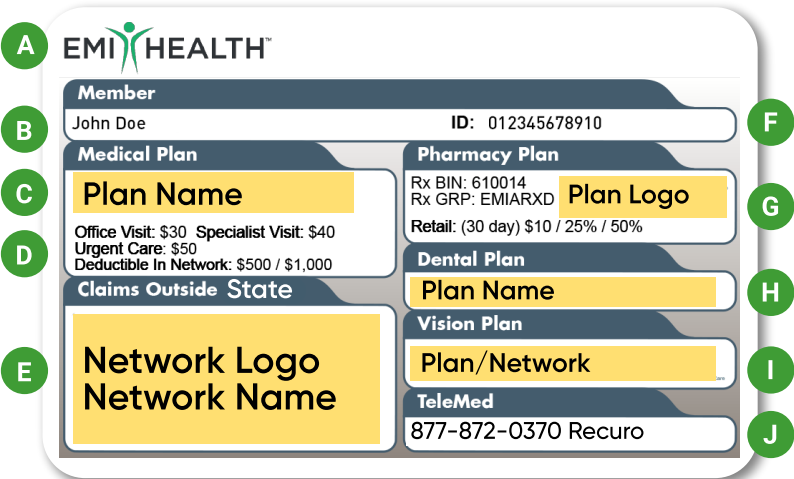


**A**
**Insurance Carrier**
EMI Health is your insurance carrier. You'll see our name and logo at the top of the card.

**B**
**Member Name**
The name listed is the primary subscriber (employee). Covered dependents are not listed individually on the card.

**C**
**Medical Plan Name**
If you have medical coverage, the plan name will appear here. This is helpful when confirming your benefit levels.

**D**
**Medical Copays and Deductibles**
This section shows your basic costs when using participating providers—such as office visit copays and in-network deductible amounts. For more detailed benefit info, log in to your member account at emihealth.com.

**E**
**Out-of-State Medical Network**
If you travel or live outside Utah, this is the name of your participating provider network in that area.

**Important**: EMI Health leases national networks outside Utah. Always check your in-state and out-of-state networks separately before seeking care. Use the provider search in your member dashboard to ensure accuracy.

**F**
**Member ID Number**
This is your unique member number, which is required for verifying eligibility, submitting claims, and receiving care.

**G**
**Pharmacy Plan and Copays**
If pharmacy coverage is included, this shows your pharmacy benefits manager, as well as basic copays and coinsurance amounts.

**H**
**Dental Plan Name**
If you have dental coverage, this section will show your dental plan name.

**I**
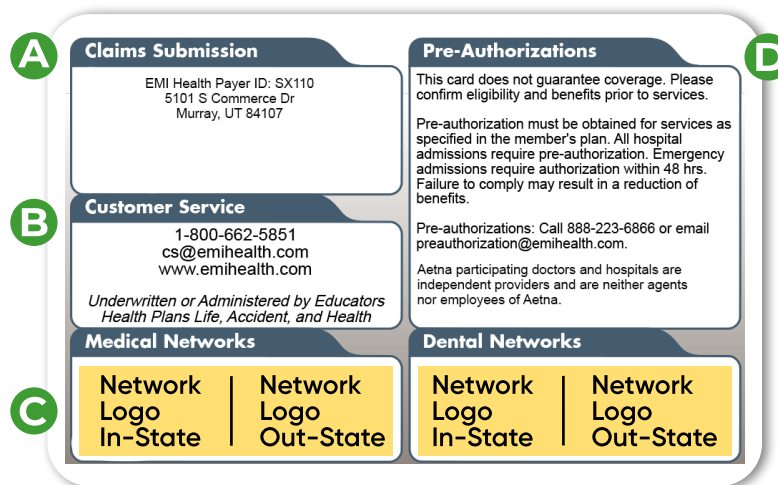**Vision Plan Name and Network**
If you have vision coverage, this is where you'll find your vision plan name and the participating provider network.

**J**
**Telehealth Access**
If you have medical coverage with EMI Health, you also have access to telehealth services through Recuro. The phone number listed here connects you to a licensed provider who can treat many common conditions by phone or video—no office visit needed.

**Tip**: Save this number in your phone so you can quickly reach a provider anytime, day or night.

# Your EMI Health ID Card

EMI HEALTH™

**Card Back**

**A** Claims Submission
EMI Health Payer ID: SX110
5101 S Commerce Dr
Murray, UT 84107

**B** Customer Service
1-800-662-5851
cs@emihealth.com
www.emihealth.com

*Underwritten or Administered by Educators Health Plans Life, Accident, and Health*

**C** Medical Networks
| Network Logo In-State | Network Logo Out-State |

**D** Pre-Authorizations
This card does not guarantee coverage. Please confirm eligibility and benefits prior to services.

Pre-authorization must be obtained for services as specified in the member's plan. All hospital admissions require pre-authorization. Emergency admissions require authorization within 48 hrs. Failure to comply may result in a reduction of benefits.

Pre-authorizations: Call 888-223-6866 or email preauthorization@emihealth.com.

Aetna participating doctors and hospitals are independent providers and are neither agents nor employees of Aetna.

Dental Networks
| Network Logo In-State | Network Logo Out-State |

**A** **Claims Submission Address**
This section shows where providers must send claims.

**Note to Share with Providers**: The address listed here may differ from national network defaults. To avoid delays or denials, always use the EMI Health-specific address shown on this card.

**B** **Customer Service Contact Info**
Questions about benefits, billing, or coverage? Member and Provider should always call EMI Health's support number.

**C** **Medical and Dental Networks (In-State and Out-of-State)**
These sections list the provider networks you can use, both within Utah and outside the state.

**Tip**: Register/Log in to your member dashboard at emihealth.com to confirm your networks before searching for care. The dashboard auto-selects your assigned networks to avoid confusion.

**D** **Preauthorization Requirements**
This section shows the contact information for preauthorizations.

**For Members and Providers**: Always call this number to verify whether a service needs approval before receiving care. Emergency services must be authorized within 48 hours.
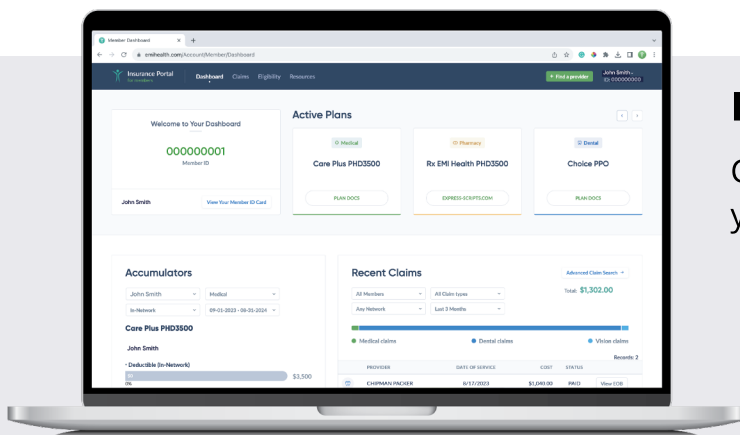
## Register Your Online Account

Create your account at **emihealth.com** to unlock your member dashboard. Once registered, you can:

- View all benefits and coverage
- Search for in-network providers
- Access ID cards and claims
- Confirm your assigned networks for care

## Need Help?

Call EMI Health Customer Service at **1-800-662-5851** or visit emihealth.com. We're here to help you understand your benefits and get the care you need.