

ONLINE TOOLS & RESOURCES

online tools

As a member of EMI Health, you have access to the following online tools.

Find a Participating Provider	1
My EMI Health: Account Setup	2

My EMI Health



Manage your medical, dental, vision, and disability plans:

• View Explanation of Benefits (EOBs)	3
• View Accumulators	4
• Order ID Cards	5

Mobile App



View ID cards, search EOBs, find providers and more:	6
--	---

Provider Search

Find in-network providers. Save money.

Provider Search

To search for in-network providers, go to **emihealth.com** and click on **Provider Search** along the upper part of the home page.

1. Select the network type: **Dental** or **Vision** and choose your plan (found on your ID Card).
Dental Plans: Premier, Advantage, Value, Summit, or Summit Plus
Vision Plans: Opticare, VSP Choice, or VSP Choice Plus
2. Now, enter your provider's details and click **Search**.

That's all there is to it!

You will see a list of participating providers along with their contact information, address, and the ability to map the location of their offices. You can also download the results as a PDF to print.

Please Note:

Not all plans have participating provider benefits outside of your state of residence. To confirm your benefits, or if you have any questions, please contact the EMI Health customer service team toll free at 800.662.5851.



My EMI Health

All your benefit answers. One website.

Find everything related to your benefits from general plan documents to detailed claims information.

Get Started

1. Go to **emihealth.com**.
2. Click **Login** and select **My EMI Health**.
3. Select **Register** and choose **Member** as the type of account.
4. Enter the data to identify yourself and click **Continue**.

* You will need your Member ID found on your EMI Health ID card.
Also, for your security, your password must be at least six characters and include a special character, e.g., !, @, #, \$, etc.

What You Can Do

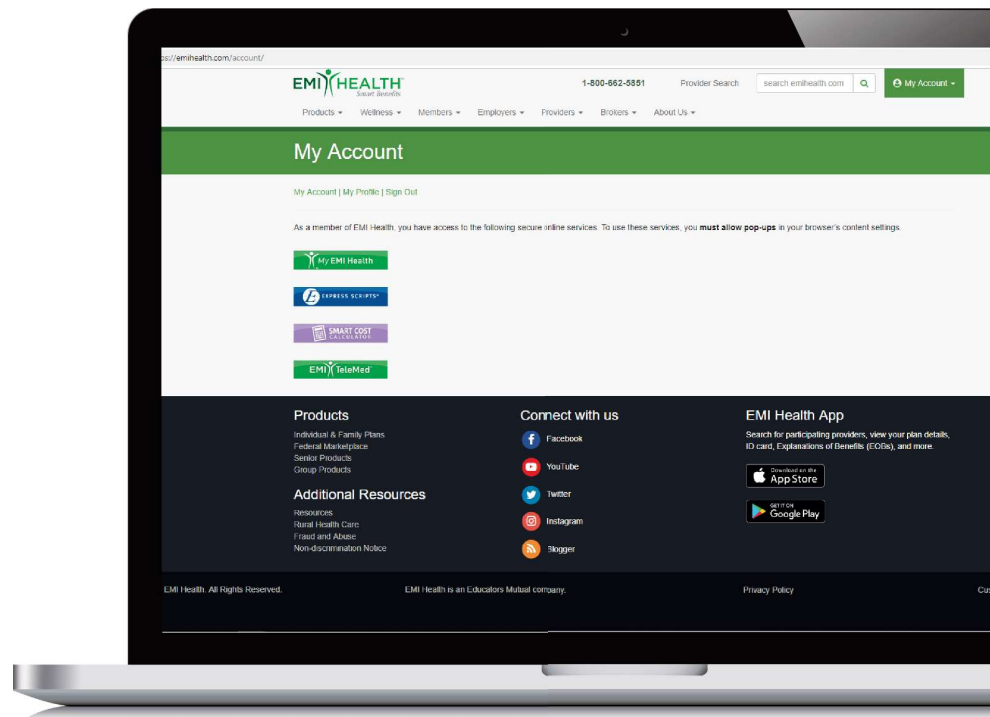
View benefit descriptions

Check claims status

Order ID cards

View EOBs

Review eligibility/enrollment status



Explanation of Benefits (EOB)

See how your benefits are working for you.

Your Explanation of Benefits (EOB) shows you the details of your insurance claim. It shows when you received the service and it explains how much of the service was paid by your insurance and how much, if any, is your responsibility.

Here's how to view your EOBs

1. **Log in** to your My EMI Health account.

2. **Click the My EMI Health button.** →



3. **Select the claim**

Find the claim for which you'd like to view the EOB. There is a section on the My EMI Health home page titled "Recent Claims & Transactions" that shows recent services.

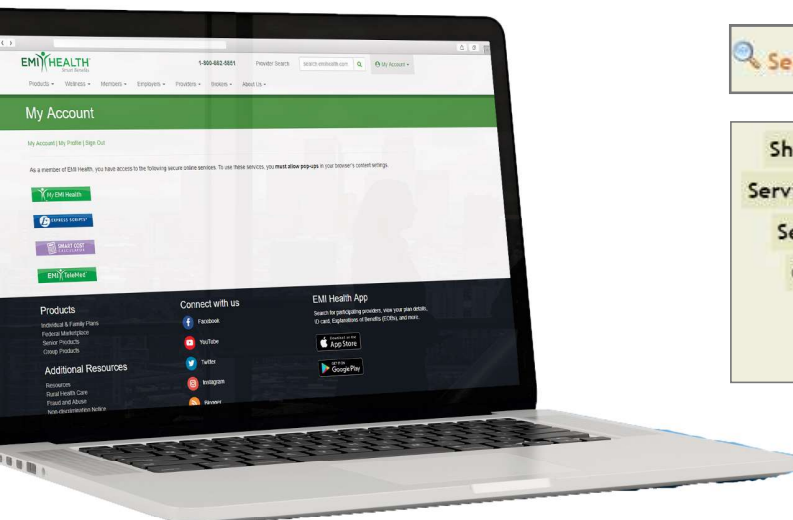
You can also search for historical claims by clicking the "Claims" tab and opening the "Search" drop-down menu.

4. **View Explanation of Benefits**

Once you locate the claim you'd like to view, click on it, then select "View Explanation of Benefits" This will open a PDF view of your EOB in a new window.

Search for Claims

You can search claims for yourself or for your dependents by clicking on the Search for Claims button and entering the information you know to find the claim.



Show Claims For :	--Select--
Service Date From :	
Service Date To :	
Claim Number :	
Search Clear Cancel	

View Accumulators

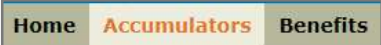
View accumulators for all family members on your plan.

It's important to understand where you and your family member sit when it comes to your benefit accumulators. With this data, you can more accurately predict your costs and position relative to your deductible and out-of-pocket maximums.

Here's how to view your Accumulators

1. **Log in** to your My EMI Health account

2. **Click the My EMI Health button** → 

3. **Select the Accumulators tab** 

4. **Choose yourself or one of your dependents** 

5. **Pick a view**
Choose from the View drop-down menu and run the search.
Your view options are:

- a. Current
- b. Lifetime
- c. By Plan Year Start



View
Current
Search

Deductible

Annual Maximum



Order ID Cards

Lost your ID card? No problem!

Have new cards sent to you in the mail through your My EMI Health account or access your ID Card anytime, anywhere on the EMI Health mobile app.

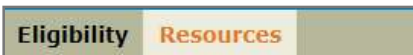
Here's how to order new ID cards

1. **Log in** to your My EMI Health account

2. **Click the My EMI Health button**

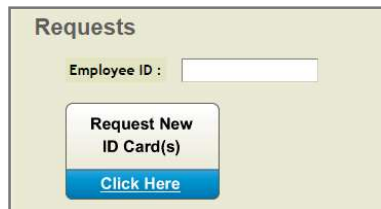
Once logged in to your account, click the My EMI Health button that will take you to your recent claims and plan summary.

3. **Select the Resources tab**



4. **Press the blue Click Here button**

New cards will be mailed to the address you have on file.

A screenshot of a web form titled 'Requests'. It contains an 'Employee ID' field with a text input box. Below this is a button labeled 'Request New ID Card(s)'. At the bottom of the form is a blue button labeled 'Click Here'.

Better yet, Go Mobile!

Scan this QR code to download the mobile app



The EMI Health Mobile App

Your benefits. Anytime. Anywhere.

Provider Search

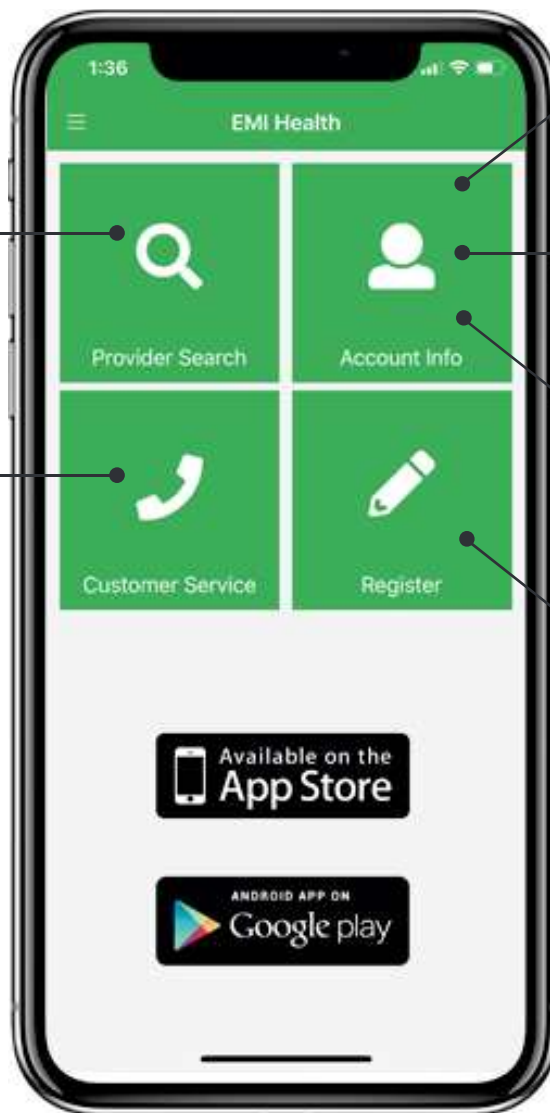
Find in-network providers and facilities.

Customer Service

Need to talk to a person?
No problem.
Call us from the app.

Other Features

- Access current and past issues of the Hope Health newsletter.
- Update your profile information like email address, password, or security questions.



ID Card

Access your ID Card from anywhere at any time.

EOBs

View your EOBs and search by person, service, date, and more.

Plan Information

View and download your plan grids so you always know the benefits you have.

Log in/Register

Download the app and log in using your My EMI Health username and password.

If you haven't registered your account, you can do so in the app or online at emihealth.com.

Scan this QR code with your phone to download.

