

Administrative quick start guide



Samaritan
Health Plans

How to reach us

Member services:

Monday through Friday: 8 a.m. to 8 p.m.
541-768-4550, toll free: **800-832-4580**
Hearing Impaired? Please call **800-735-2900**.

- Benefit questions.
- Claims inquiries.
- Grievances and appeals.
- Update address / order a replacement ID card.

Billing/finance department:

Questions: 800-832-4580 ext. 2546
Leave a message and someone will return your call within one business day.

Premium payments options:

InstaMed: samhealthplans.org/pay-your-bill

By mail: Samaritan Health Plans
P.O. Box M, Corvallis, OR 97339

In person: 2300 NW Walnut Blvd.
Corvallis, OR 97330

Group initiated EFT

Wire transfer to our bank:

- ABA/routing number: 123002011
Account number: 379681082598

Enrollment department:

Questions: 800-832-4580 ext. 2849,
Fax: **541-768-9778**

Email forms and changes to enrollment:

SHPOCommercialGroups@samhealth.org

- Membership enrollments and changes.
- Corrections in member enrollments and terminations.
- Evidence of coverage (EOC) requests.
- Order a replacement ID card.

Sales team:

Questions: Email shpsalessupport@samhealth.org

- Packet or demonstration requests.
- Employer-initiated member concerns.
- Request a copy of the group contract, EOC.
- Open enrollment meetings or materials.
- Renewals and policy changes.
- Eligibility and underwriting.
- Plans offerings.

How to find what you are looking for

Administrator resources:

Provider network:

samhealthplans.org/find-a-provider

Forms, summaries and resources

Large group:

samhealthplans.org/plan-members/employer-group-members/plan-administrators/large-group-resources

Prescription drug list and pharmacy directory

samhealthplans.org/find-a-drug

NOTE: *There is a separate drug list for Small and Large Groups.*

Online resources:

Visit samhealthplans.org/shop-samaritan-plans/employer-group-plans for:

- Employer Group Plans
- Employer Group Certificate and Benefits