

Administrative Quick Start Guide



How to Reach Us

Member Services:

Monday – 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:

2300 NW Walnut Blvd, Corvallis, OR 97330
Monday – Friday: 8:30 a.m. to 5 p.m.

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

Michael Blythe, Director of Sales
mblythe@samhealth.org / 541-768-6385

Elisa Radley, Sales Representative
eradley@samhealth.org / 541-768-6386

Shirley Milligan, Sales Coordinator
shmilligan@samhealth.org / 541-768-7129

How to Find What You are Looking For

Administrator Resources:

Provider Network, including CHP network for Alternative Care Providers:

samhealthplans.org/employers/network

Forms, Summaries and Resources

Large Group: samhealthplans.org/employers/plan-administrators/large-group-resources

Small Group: samhealthplans.org/employers/plan-administrators/small-group-resources

Prescription Drug List and Pharmacy Directory

Large Group: samhealthplans.org/employers/search-drug-lists/large-group-drug-list

Small Group: samhealthplans.org/employers/search-drug-lists/small-group-drug-list

To search the Pharmacy Directory, use CTRL + F, then type in the Pharmacy name. The Nationwide Retail Pharmacies are located on page 2 of the PDF.

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

Online Resources:

Visit samhealthplans.org for:

- Administrative forms and resources
- Member forms and materials