



# **Administrative Quick Guide**

**January 2017**

**RISE. TOGETHER.**

# How to Reach Us

## Member Services:

Mon. – Fri., 8 a.m. to 8 p.m.

Phone: 541-768-4550 Toll-free: 1-800-832-4580 (TTY 1-800-735-2900)

- Benefit questions
- Claims inquiries
- Grievances and appeals
- Update address / order a replacement ID card
- Evidence of coverage (EOC) requests

## Billing and Finance Department:

Mon. – Fri., 8 a.m. to 5 p.m.

Phone: 1-800-832-4580 ext. 2546

Premium payment options:

By mail	Samaritan Health Plans PO Box M, Corvallis, OR 97339
Group initiated EFT	Wire transfer to our bank: ABA / Routing No. 123002011, Account No. 379681082598
Physical delivery	2300 NW Walnut Blvd., Corvallis, OR 97330

## Enrollment Department:

Mon. – Fri., 8 a.m. to 5 p.m.

Phone: 1-800-832-4580 ext. 2849

Forms and changes should be emailed to Enrollment: [SHPOCommercialgroups@samhealth.org](mailto:SHPOCommercialgroups@samhealth.org)

- Membership enrollments and changes
- Corrections to member enrollments and terminations

## Sales Team:

Mon. – Fri., 8 a.m. to 5 p.m.

Address: 2300 NW Walnut Blvd, Corvallis, OR 97330

Email: [broker@samhealth.org](mailto:broker@samhealth.org)

- Customer Account Services
- Packet or demonstration requests
- Employer-initiated member concerns
- Request a copy of the group contract and/or Evidence of Coverage (EOC)

Contact:

**Rosemary Deever**, Commercial Sales Coordinator – [rdeever@samhealth.org](mailto:rdeever@samhealth.org)

Phone: 541-768-7578 Fax: 541-768-9937

- Membership enrollments and change questions
- Corrections in member enrollments and cancellations

Staff:

<b>Michael Blythe</b> , Director of Sales	<a href="mailto:mblythe@samhealth.org">mblythe@samhealth.org</a>	541-768-6385
<b>William Russell</b> , Sales Executive	<a href="mailto:wrussell@samhealth.org">wrussell@samhealth.org</a>	541-768-7968
<b>Elisa Radley</b> , Sales Representative	<a href="mailto:eradley@samhealth.org">eradley@samhealth.org</a>	541-768-6386

- Open enrollment meetings
- Renewals and policy changes
- Eligibility and underwriting
- Plans and benefits.
- Enrollment materials

# How to Find What You're Looking For

## Online Resources:

- Claim forms
- Pharmacy forms
- Enrollment forms
- Authorization representative forms

## Large Group Forms:

<https://www.samhealthplans.org/employers/plan-administrators/large-group-resources>

## Small Group Forms:

<https://www.samhealthplans.org/employers/plan-administrators/small-group-resources>

- **Provider Network**, including CHP network for Alternative Care Providers:

<https://www.samhealthplans.org/employers/Explore-2017-Plans/network>

- **Prescription Drug Lists (Formularies) and Pharmacy Directory**

(Please note: There is a separate drug list for Small and Large groups):

<https://www.samhealthplans.org/employers/Explore-2017-Plans/prescription-drugs>

To search the Prescription Formulary List PDF, use CTRL F, then type in the drug you are looking for and hit next to find the drug. The Pharmacy Directory PDF works the same way. To search use CTRL F, then type in the Pharmacy name. The Nationwide Retail Pharmacies are located on page 7 of the PDF.