



Updated: April 3, 2020

Please note: Samaritan Health Plans has extended the prior authorization waivers until 6/14/2020 to better align with state guidelines.

FAQ: Waiving Prior Authorization Requirements Now in Affect

Frequently asked questions:

Q: How long are authorizations being waived for?

A: Authorizations are being waived for a period of three months for services provided between March 14 to June 14, 2020.

Q: Does this include retail pharmacy medications?

A: No, retail pharmacy medications are not included. They may still require prior authorization. A “refill too soon override” is available for members that need medications refilled early to limit exposure with the public.

Q: What if emergent services are needed?

A: Emergency services do not require prior authorization.

Q: What about services needing authorization after June 14?

A: Please submit your request after June 14. We are not currently processing authorizations.

Q: Will SHP be paying providers?

A: SHP claims department continues to process claims at this time.

Q: What if an authorization was already submitted?

A: Authorizations submitted prior to March 14, 2020 are being processed as quickly as possible.

Q: Do coverage rules and benefit limits apply?

A: Yes, services will be reviewed at the time of claims submission for coverage rules and benefit limits.

Q: Will retroactive authorizations be accepted upon return to normal operating procedures?

A: Retroactive authorization policy exceptions will be used to determine if the request meets for exception status. Please review the policy for additional information.

Q: What if social distancing in Oregon lasts longer than currently expected, will SHP be extending the prior authorization waiver?

A: Managing during a pandemic will require frequent evaluation of processes. SHP will provide additional information regarding waiving of prior authorizations as new information is available.