



Important Updates!

Samaritan Health Plans has implemented updates to the ProviderConnect portal, transferred to a new authorization system and resumed prior authorization requirements as of June 15.

Here's what has changed:

1) Changes to the ProviderConnect portal:

- a) ProviderConnect portal: Authorization Wizard has been updated to include additional request types and treatment categories. The Wizard includes directions on each page explaining how to use the new features.
- b) Expedited attestation: This has been added to align with CMS regulations. By attesting, a clinician is stating that a loss of life or limb will occur if the request is not processed in the 72-hour time frame.

2) Exciting new software:

Medical Management has implemented new software to manage authorization requests. The new system became available on June 15. We are asking for your patience as we all get accustomed to the new system. Our new system allows us to determine the need for authorization more accurately. For clinicians, this means fewer resubmissions and quicker turnaround times!

3) Prior authorization waiver ended June 14:

SHP resumed prior authorization service requests as of June 15, 2020. **Requests for services provided between June 15-30, 2020, may be submitted post-procedure/service to avoid disruption in care.** Thank you for your patience as SHP re-engages the prior authorization process.

Need assistance?

General questions: Please contact SHP Customer Service, Monday through Friday, 8 a.m. to 8 p.m. at 541-768-4550 or 800-832-4580.

PA Wizard additional information: Call 541-768-4409.

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