

**2024 QUICK REFERENCE GUIDE
HEALTH MEDICARE COMPLETE (HMO) – NEW MEXICO**

ELIGIBILITY

- Member Services:
Christus.HP.memberservices.inquiry@christushealth.org
Phone: 844-282-3026 **Fax: 210-766-8851**
- Provider Portal: www.christushealthplan.org
- Provider Inquires: **Phone: 844-282-3026**
Fax: 210-766-8851

CHRISTUS Health Plan **CHRISTUS HEALTH MEDICARE COMPLETE (HMO)**

Member

Subscriber Name: JOHN SAMPLE	PCP Office Visit: \$0 Specialist Office Visit: \$25 Emergency Room: \$75 Urgent Care: \$35
Subscriber ID: SMPL0001	Pharmacy Plan RxBIN: 003858 RxPCN: MD RxGRP: CHPMDRX CMS: 1189

MedicareRx

Submit Medical Claims to: P.O. Box 981651 El Paso, TX 79998-1651 Payor ID: 10629	Member Services Member Service 1-844-282-3026 TTY TX 711 Superior Vision 1-800-879-6901 Delta Dental 1-888-818-7929 Pharmacy for Member 1-844-470-1531 TDD Pharmacy 1-800-759-1089 Amplifon Hearing Care 1-866-687-6756 TTY Amplifon 1-763-268-4264
Submit Dental Claims to: P.O. Box 1809 Alpharetta, GA 30023-1809	Assistance 24/7 Nurse Line: 1-844-581-3174
Submit Vision Claims to: 1339 Eldridge Landing Rd, Ste 200 Linthicum, MD 21090	

Pharmacy Administrator
EXPRESS SCRIPTS®
www.express-scripts.com
Pharmacy administered by Express Scripts Holding Company

www.christushealthplan.org

PROVIDER RELATIONS:

For Provider Relations needs or to request portal access:
CHP.ProviderNetwork@christushealth.org

CHRISTUS HEALTH PLAN WEBSITE:

- www.christushealthplan.org
- Provider Resources
 - Provider Education
 - Locate a Provider
 - Provider Portal

NETWORK CONTRACTING:

CHP.NetworkDevelopment@Christushealth.org

SALES & MARKETING

- Marketing Events
 - Broker and Prospect Inquiries
- Phone: 833-889-4357**
TXBrokerSupport@christushealth.org

CLAIMS

CLAIMS SUBMISSIONS Claims filing deadline **365** days
CLAIMS RESUBMITSSIONS Resubmission deadline **180** days
CLAIMS ADDRESS CHRISTUS Health Medicare Advantage
ELECTRONIC CLAIMS P.O. Box 981651
Healthcare El Paso, TX 79998-1651
 Phone: 844-282-3026
 Clearinghouse: Change
 Payor ID: **10629**

AUTHORIZATION INFORMATION

Please visit www.christushealthplan.org for the most up-to-date authorization list. For question contact us at 844-282-3026.

UTILIZATION MANAGEMENT

Phone: 844-282-3026 **Fax: 844-357-7562**

BEHAVIORAL HEALTH

- Case Management
- Prior Authorizations

Phone: 800-446-1730

COMPLANTS AND APPEALS

Christus.Hp.AppealandGrievances@christushealth.org
Phone: 844-282-0380 **Fax: 866-416-2840**

Appeals deadline: **60** days from date of last disposition
Mail to: CHRISTUS Health Plan
Attention: Complaint and Appeals
P.O. Box 169009
Irving, TX 75016

CREDENTIALING VERIFICATION

Non-Delegated providers
Christus.hp.credentialing@christushealth.org
Delegated Providers
Christus.dso.delegation@christushealth.org
Facilities and Ancillaries
Christus.hp.facility@christushealth.org

ELIGIBILITY AND ENROLLMENT

CHRISTUS.HP.Eligibility@christushealth.org
Phone: 844-282-3026 **Fax: 210-766-8854**
AEP 10/15/2023-12/07/2023

****Open Enrollment 01/01/2024-03/31/2024 ****

24 HOUR NURSE LINE

Phone: 844-581-3174

FRAUD AND ABUSE

FWA HOTLINE: **Phone: 855-771-8072**
CHRISTUS Health Plan
5101 N. O'Connor Blvd
Irving, TX 75038

AMERICAN SPECIALTY HEALTH SILVER & FIT

Member Services **Phone 877-427-4788**

(TTY/TDD 711)

Monday – Friday 5:00 am – 6:00 pm Pacific Time

www.silverandfit.com/



SafeRide

Medical Transportation
Phone: 833-944-0536
<https://www.saferidehealth.com/>

HEARING BENEFIT VENDOR

Amplifon Hearing Health Care Member Services Phone: 1-866-687-675



PHARMACY BENEFIT MANAGER

Express Scripts, Inc. (ESI) **Phone: 1-844-470-1531**
Rx BIN # **003858** Rx PCN # MD
Rx Group # CHPMDRX CMS # **1189**
Help Desk **Phone: 1-800-922-1557**



DENTAL BENEFIT VENDOR

Delta Dental
Member Services **Phone: 1-888-818-7929**
www.deltadentalins.com/CHPMedicareAdvantage



VISION BENEFIT VENDOR

Superior Vision
Member Services TX/LA (MA) **Phone: 800-879-6901**
Provider Services TX **Phone: 866-819-4298**
Provider Services LA **Phone: 877-235-5317**
Website: www.superiorvision.com



MEAL BENEFIT VENDOR

GA Foods Website: www.GAFoods.com



RESOURCES

www.regtap.info/ www.cms.gov

