

2024 QUICK REFERENCE GUIDE HEALTH INSURANCE MARKETPLACE – TEXAS

ELIGIBILITY

- Member Services: Christus.HP.memberservices.inquiry@christushealth.org
- Phone: 844-282-3025** **Fax: 210-766-8851**
- Provider Portal: www.christushealthplan.org
- Provider Inquires: Phone: **844-282-3025** Fax: **210-766-8851**

CHRISTUS Health Plan TX - EX	
Member Subscriber Name: JOHN SAMPLE Subscriber ID: SMPL0001 Group Number: Effective Date:	Medical Plan PCP Office Visit: Specialist Office Visit: Emergency Room: Urgent Care: OOP Max: Med INN Deductible:
Dependents: JANE SAMPLE JIMMY SAMPLE	Pharmacy Plan RxBIN: 003858 RxPCN: A4 RxGRP: CHPHCRE Preferred Generic Drug: Generic Drug: Brand Drug: Non Preferred Brand Drug: Specialty Drug: Prescription Drug INN Ded:
Submit Medical Claims to: P.O. Box 981654 El Paso, TX 79998-1636 Payor ID: 52106	Member Services Member Services: 1-844-282-3025 TTY: 711 Superior Vision: 1-800-879-6901 Delta Dental: 1-833-459-1167 Pharmacy for Members: 1-844-569-2830 TDD Pharmacy: 1-800-759-1089
Submit Dental Claims to: P.O. Box 1809 Alpharetta, GA 30023-1809	Assistance 24/7 Nurse Line: 1-844-581-3175
Submit Vision Claims to: 939 Elkridge Landing Rd, Ste 200 Linthicum, MD 21090	

CHRISTUS Health Plan is a licensed HMO in Texas. CHRISTUS Health Plan is also the sole owner of CHRISTUS Health Plan Louisiana, a licensed HMO in Louisiana which operates under the registered trade name of CHRISTUS Health Plan. Please visit www.christushealthplan.org for more information about your plan and to find information on how to locate an in-network provider.

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 95 days
CLAIMS RESUBMISSIONS	Resubmission deadline 180 days
CLAIMS ADDRESS	CHRISTUS Health Plan Texas Exchange P.O. Box 981654 El Paso, TX 79998-1654 Phone: 844-282-3025
ELECTRONIC CLAIMS	Clearinghouse: Change Healthcare Payor ID: 52106

AUTHORIZATION INFORMATION

Please visit www.christushealthplan.org for the most up-to-date authorization list. For question contact us at **800-446-1730**.

UTILIZATION MANAGEMENT

Phone: 800-446-1730 **Fax: 844-357-7562**

BEHAVIORAL HEALTH

- Case Management
 - Prior Authorizations
- Phone: 800-446-1730**

COMPLAINTS AND APPEALS

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

Appeals deadline: **180** 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: 844-282-3025 **Fax: 210-766-8851**
****Open Enrollment 11/01/2023 – 01/15/2024 ****

FRAUD, WASTE AND ABUSE

FWA HOTLINE: **1-855-771-8072**
 CHRISTUS Health Plan
 919 Hidden Ridge Irving, TX 75038
christushealthplansiu@christushealth.org

24 HOUR NURSE LINE

Phone: 844-581-3175

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/Provider Services **Phone: 1-833-459-1167**
www.deltadentalins.com/CHPMedicareAdvantage



VISION BENEFIT VENDOR

Superior Vision
 Member Services **Phone: 1-800-879-6901**
 Provider Services **Phone: 1-866-819-4298**
 Website: www.superiorvision.com



ACTIVE& FIT (only available for plus plan members)

Member Services: 877-771-2746 (TTY/TDD 711)
 Monday – Friday 5am-6pm
 Website: <https://www.activeandfit.com/>

HEALTHSMART

Member Services: Phone: 855-569-6740
 Hours of operation: 8 am – 5 pm EST
 Website: <https://www.healthsmart.com/>

RESOURCES www.cms.gov

