


2025 PROVIDER QUICK REFERENCE GUIDE

Health Insurance Marketplace - Louisiana

ELIGIBILITY

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

Provider Inquiries Phone: **844-282-3025** Fax: **210-766-8851**
 Provider Portal www.christushealthplan.org

CHRISTUS Health Plan		TX - EX
Member	Medical Plan	
Subscriber Name: JOHN SAMPLE	PCP Office Visit: \$0	
Subscriber ID: 0000000000	Specialist Office Visit: \$10	
Group Number: 66252TX02800006	Emergency Room: 25%	
Effective Date: 04/01/2025	Urgent Care: \$5	
PCP Name: Jane Doe	OOP Max: \$1800/\$3600	
PCP Phone: 555-555-5555	INN Deductible Combined: \$0/\$0	
	QHP TDI HMO	
	Pharmacy Plan	
Dependents:	RxBIN: 003858 RxPCN: A4 RxGRP: CHPHCRE Preferred Generic Drug: \$0 Generic Drug: \$0 Brand Drug: \$15 Non Preferred Brand Drug: \$50 Specialty Drug: \$150	
JANE SAMPLE 0000000001	 Pharmacy administered by Express Scripts Holding Company	
JIMMY SAMPLE 0000000002		

Provider Services	Member Services
Submit Medical Claims to: P.O. Box 561123 Dallas, TX 75356 Payor ID: 52106	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

Needs or portal access:

CHP.ProviderNetwork@christushealth.org

CHRISTUS HEALTH PLAN SITE www.christushealthplan.org

Provider Resources, Education, Search, and Portal

NETWORK CONTRACTING

CHP.NetworkDevelopment@christushealth.org

SALES & MARKETING

TXBrokerSupport@christushealth.org

Broker/Prospect Inquiries, Marketing Events Phone: **833-889-4357**

CLAIMS

Claims Submissions Claims filing deadline 95 days
 Unless otherwise agreed upon in the provider's contract

Claims Resubmissions Resubmission deadline **180** days

Claims Address CHRISTUS Health Plan LA Exchange

Phone: **844-282-3025** P.O. Box 561123

Dallas, TX 75356

Electronic Claims Clearinghouse: Availity

Payor ID: **52106**

AUTHORIZATION INFORMATION

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

UTILIZATION MANAGEMENT & BEHAVIORAL HEALTH

Phone: **800-446-1730** (ext 1) Fax: **800-277-4926**

CARE MANAGEMENT

Phone: **800-446-1730** (ext 2)

COMPLAINTS AND APPEALS

ChristusCAG@christushealth.org

Phone: **844-282-0380** Fax: **866-416-2840**

Appeals deadline: **180** days from the date of the last disposition

Mail to: CHRISTUS Health Plan
 ATTN: 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: **844-282-0380** Fax: **866-416-2840**

Open Enrollment 11/01/2024 - 01/15/2025

NEW PROVIDER PORTAL URL

<https://christushealthprovider.healthtrioconnect.com/>

CARENET 24-HOUR NURSE LINE



800-455-9355

PHARMACY BENEFIT MANAGER

Express Scripts, Inc. (ESI) **1-800-949-8779**

Pharmacy Help Desk **1-800-922-1557**



DENTAL BENEFIT VENDOR

Delta Dental www.deltadentalins.com

Member/Provider Services **1-833-459-1167**



VISION BENEFIT VENDOR

Superior Vision www.superiorvision.com

Member Services **1-800-879-6901**

Provider Services **1-877-235-5317**



FITNESS VENDOR

(Plus plans ONLY)

Active&Fit www.activeandfit.com

Member Services **877-771-2746** (TTY 711)

Monday - Friday, 5 am - 6 pm



FAMILY PLANNING CLAIMS PAYMENT

Conduent **844-242-3025**

RESOURCES

www.cms.gov

FRAUD, WASTE AND ABUSE

FWA HOTLINE **855-771-8072**

Secure Fax **210-766-8849**

CHRISTUS Health Plan

ATTN: Special Investigations Unit

5101 N. O'Connor Blvd.

Irving, TX 75039

ChristusHealthPlanSIU@christushealth.org