

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

Provider Services	Member Services
Submit Medical Claims to: P.O. Box 561123 Dallas, TX 75356 Payor ID: 52106 Submit Dental Claims to: P.O. Box 1809 Alpharetta, GA 30023-1809 Submit Vision Claims to: 839 Elkridge Landing Rd, Ste 200 Linthicum, MD 21090	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 Assistance 24/7 Nurse Line: 1-844-581-3175

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/>

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