


ELIGIBILITY

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


Provider Inquiries Phone: **844-282-3026** Fax: **210-766-8851**
 Provider Portal www.christushealthplan.org



CHRISTUS Health Medicare Plus (HMO)

Member	Medical Plan		
Subscriber Name: JOHN SAMPLE Subscriber ID: SMPL0001	PCP Office Visit: \$0 Specialist Office Visit: \$25 Emergency Room: \$125 Urgent Care: \$25		
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4a4a8a; color: white;"> <th>Pharmacy Plan</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;"> RxBIN: 003858 RxPCN: MD RxGRP: CHPMDRX CMS: 1189 </td> </tr> </tbody> </table>		Pharmacy Plan	RxBIN: 003858 RxPCN: MD RxGRP: CHPMDRX CMS: 1189
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Provider Services	Member Services
Submit Medical Claims to: P.O. Box 565866 Dallas, TX 75356 Payor ID: 10629	Member Service 1-844-282-3026 TTY NM 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 Silver & Fit 1-877-427-4788
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: 939 Elkridge Landing Rd, Ste 200 Linthicum, MD 21090	

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

www.christushealthplan.org

NEW PROVIDER PORTAL URL

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

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 **833-889-4357**

RESOURCES

www.regtap.info/

www.cms.gov

CLAIMS

Claims Submissions Claims filing deadline **365** days
 Unless otherwise agreed upon in the provider's contract

Claims Resubmissions Resubmission deadline **180** days

Claims Address CHRISTUS Health Medicare Advantage
 Phone: **844-282-3026** P.O. Box 565866

Dallas, TX 75356

Electronic Claims Clearinghouse: Availity
 Payor ID: **10629**

AUTHORIZATION INFORMATION

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

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: **60** 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: **844-282-3026** Fax: **210-766-8854**

AEP dates 10/15/2024 - 12/07/2024

Open Enrollment 01/01/2025 - 03/31/2025

MEDICAL TRANSPORTATION VENDOR

www.saferidehealth.com SafeRide: **833-944-0536**

CARENET 24-HOUR NURSE LINE



800-455-9355

PHARMACY BENEFIT MANAGER

Express Scripts, Inc. (ESI)

1-844-470-1531

Pharmacy Help Desk

1-800-922-1557



DENTAL BENEFIT VENDOR

www.deltadentalins.com/CHPMedicareAdvantage

Member/Provider Services

1-888-818-7292



VISION BENEFIT VENDOR

Superior Vision

www.superiorvision.com

Member Services

1-800-879-6901

Provider Services

1-866-819-4298



FITNESS BENEFIT VENDOR

Silver&Fit

www.silverandfit.com

Member Services

877-427-4788 (TTY 711)

Monday - Friday, 5 am - 6 pm PT



HEARING BENEFIT VENDOR

www.amplifonusa.com/lp/christushealthadvantage

Member Services

866-687-6756

Providers

888-458-4804



MEAL BENEFIT VENDOR

GA Foods

www.GAFoods.com

866-575-2772

FRAUD, WASTE AND ABUSE

FWA Hotline: **855-771-8072**

Fax: **210-766-8849**

CHRISTUS Health Plan

ATTN: Special Investigations Unit

5101 N. O'Connor Blvd.

Irving, TX 75039

ChristusHealthPlanSIU@christushealth.org