2025 PROVIDER QUICK REFERENCE GUIDE
CHRISTUS SPOHN INDIGENT CARE PROGRAM
NUECES COUNTY HOSPITAL DISTRICT (NCHD)

Nueces County Hospital District (NCHD) works with CHRISTUS SPOHN to provide indigent residents of Nueces County with high-quality, cost-effective healthcare services based on statutory requirements and available resources.

It covers members at 100% if they stay in the network.
Check on the CHRISTUS Health Plan website if prior authorization is required for INN services. (www.christushealthplan.org)

MEMBER SERVICES
Christus.HP.memberservices.inquiry@christushealth.org
Phone: **844-856-0742**
Fax: **210-766-8851**

Provider Inquiries Phone: **844-282-3026** Fax: **210-766-8851**

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
Handled by CHRISTUS SPOHN Hospital

PROVIDER PORTAL
Register for the new and improved provider portal:
https://christushealthprovider.healthtrioconnect.com/

CLAIMS
Claims Submissions — Claims filing deadline **365** days
Claims Resubmissions — Resubmission deadline **180** days

Claims Address — CHRISTUS Health Plan
Phone: **844-282-3026** — Nueces County Hospital District
P.O. Box 568687
Dallas, TX 75356

Electronic Claims — Clearinghouse: Availity
Payor ID: **45210**

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: **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

24- HOUR NURSE LINE
Phone: **844-581-3175**

PHARMACY BENEFIT MANAGER
Script Care **800-880-9988**

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