

2026 PROVIDER QUICK REFERENCE GUIDE - New Mexico

CHRISTUS Health Medicare Plus (HMO) / Guardian (HMO)

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	PCP Office Visit: \$0 Specialist Office Visit: \$30 Emergency Room: \$125 Urgent Care: \$30
Subscriber ID: SMPL001	
PCP Name: PCP Phone: PCP Effective	Pharmacy Plan RxBIN: 004336 RxPCN: MEDDADV RxGRP: RX25BB CMS: 1189

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 TX 711
Submit Dental Claims to: P.O. Box 1809 Alpharetta, GA 30023-1809	Superior Vision 1-800-879-6901 Delta Dental 1-888-818-7929
Submit Vision Claims to: 539 Elkridge Landing Rd, Ste 200 Linthicum, MD 21090	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
Pharmacy Administrator  www.express-scripts.com Pharmacy administered by Express Scripts Holding Company	Assistance 24/7 Nurse Line: 1-844-581-3174
 Fitness Benefit Included	

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: Availability
 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: **844-357-7562**

CARE MANAGEMENT

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

COMPLAINTS AND APPEALS

ChristusCAG@christushealth.org

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

Appeals deadline: **65** 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 10/15/2025 - 12/07/2025

Open Enrollment 01/01/2026 - 03/31/2026

MEDICAL TRANSPORTATION VENDOR

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

PHARMACY BENEFIT MANAGER

CVS Caremark **1-833-844-5351**
 Pharmacy Help Desk **1-866-693-4620**



DENTAL BENEFIT VENDOR

www.deltadentalins.com/CHPMedicareAdvantage

Member/Provider Services **1-888-818-7929**



VISION BENEFIT VENDOR

Superior Vision www.superiorvision.com

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

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



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