



2026 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: Availability
	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: **30** 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