



Provider Portal Guide

CHRISTUS Health Plan



Welcome to Your New Portal

Our enhanced, secure, and user-friendly provider portal is available for your convenience 24 hours a day.

The most popular features of the portal include:

- Eligibility verification
- Paid through date verification
- Claim status check
- Access to Provider Manuals
- Access to Quick Reference Guides

Coming Soon

- Referrals & Authorizations Process
- Appeals & Grievances



Table of Contents

Section	Page
Registration & Login	4
Quick Access Links	10
Member Eligibility	12
Claims	16
Document Manager	20
Reports	23
Provider Directory	29
Need Assistance	32
Frequently Asked Questions	34

Registration & Login Process



Registration – Login

To register, navigate to:

www.christushealthplan.org or click below.

- Click on **Register** and follow the instructions for **User Information**.
- The first person that registers is assigned the role of the **Local Administrator** (Office Manager).
 - This role has access to all features of the provider portal and has access to set up all other users under that tax identification number.

[Click here to register](#)

CHRISTUS Health Plan

Contact Support

Provider Login

Username [Forgot username?](#)
Enter username

Password [Forgot password?](#)
Enter password

Login

New user?
Register

CHRISTUS Health Plan

CONTACT US
1-877-814-9909
CHRISTUS Health
5101 N. O'Connor Blvd
Irving, TX 75039

FOLLOW US ON SOCIAL MEDIA

Careers At CHRISTUS | Pricing Transparency - Cost Estimator | Privacy & Patient Rights | Notice Of Non-Discrimination | Terms of Use

©2024 CHRISTUS Health

Registration – User Access

CHRISTUS
Health Plan

User Information

If you are an existing user of the Connect system please login. [Click here to start your session.](#)

First Name * **Middle Initial**

Last Name *

Role *
Enter one of these roles: Provider Office Administrator, Provider, Billing, or Front Desk

E-Mail *

Confirm E-Mail *

Office Phone * **Extension #**
Example: (555) 555-5555 Example: 123456

Office Fax
Example: (555) 555-5555

User Name *

Password *

Confirm Password *

Security Question 1 *

Security Answer 1 *
Your answer may not contain your username.

Security Question 2 *

Security Answer 2 *
Your answer may not contain your username.

Security Question 3 *

Security Answer 3 *
Your answer may not contain your username.

Local Admin
 As the primary registrant, you are automatically a local admin

Cancel Back Next

Levels of Access

- Admin/Office Manager (Eligibility, Claims, Authorizations & User Management)
- Provider (Eligibility, Claims & Authorizations)
- Biller (Eligibility & Claims)
- Front Office (Eligibility)

Ensure all fields are completed and make note of your security questions in case these are needed in the future.

The Admin should ensure selection of the **Local Admin** check box to denote primary registrant status.

Registration – Provider Office

To search for your provider office, Select your practice using one of the search criteria options below:

1. Name
2. National Provider Identifier (NPI)
3. Tax ID

Once located, ensure proper selection and press **Next**.

The screenshot shows the top of the search interface. At the top left is the CHRISTUS Health Plan logo. Below it is the heading "Search for your provider office". There are three main input areas: "Search For" with a dropdown menu currently set to "Practice"; "Search By" with an empty dropdown menu; and "Search Text" with an empty text input field. At the bottom of this section are three buttons: "Search" (blue), "Cancel" (white), "Back" (white), and "Next" (blue).

This screenshot shows a close-up of the "Search By" dropdown menu. The menu is open, showing three options: "Name", "National Provider Identifier (NPI)", and "Tax ID". Below the menu are three buttons: "Search" (blue), "Cancel" (white), "Back" (white), and "Next" (blue).

This screenshot shows the "Provider Office Search Results" section. It features a blue "Search" button at the top left. Below it is a table with two columns: "Name" and "Office Address". The table body is currently empty, showing only the header row.

Registration - Office Info

Office Information

Enter the name and address of your office.

Organization Name *

Tax ID *

Enter a Recent Claim Number for Validation *

Multi TIN –if you are seeking access to multiple TIN's (List all TIN's in this field.)

Address *

City *

State *

Zip Code *

[Cancel](#) [Back](#) [Next](#)

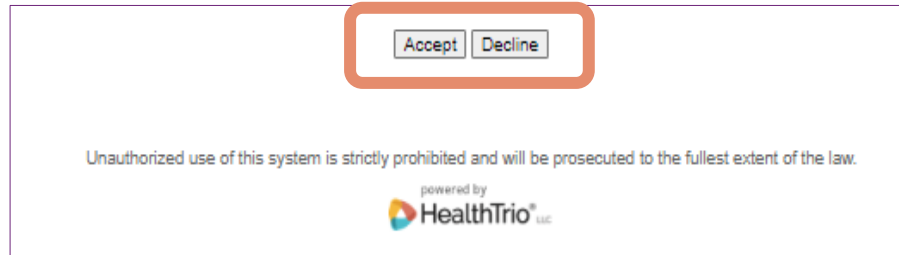
Finish entering all office information on this screen, then press **Next**.

Please have a recent CHRISTUS claim number ready for security verification.

Registration – Verification

Once your access is granted, you will receive a verification email. Once accepted, log into your account.

Select
Accept or
Decline



Accept Decline

Unauthorized use of this system is strictly prohibited and will be prosecuted to the fullest extent of the law.

powered by
HealthTrio[®] LLC

Print
security
agreements

[Login](#) > [Registration](#)

Print Security Agreements

Please print a security agreement for each user that was created.

Name	User ID	User Type	Security Agreement
tester, Tester	Tester2024	Provider Contact	Print Security Agreement

Quick Access Links



Quick Access Links

The screenshot displays the Christus Health Plan portal interface. At the top left is the Christus Health Plan logo. To the right are navigation links for 'Home' and a user profile 'Welcome Test'. Below the header are three main menu categories: 'Patient Management', 'Office Management', and 'Administration'. A prominent purple box on the left is titled 'QUICK ACCESS' and contains five links: 'Prior Authorization', 'Provider Manual', 'Quick Reference Guides (QRG)', 'Provider Relations Rep Assignments', and 'Educational Material'. To the right of this box is a large image of a doctor talking to a patient, with a white overlay that says 'Find an In-Network Provider' and a 'Search' button. Below these are three functional panels: 'Member Eligibility' with a search form for last name and DOB; 'Check Authorization Status' with buttons for 'Outpatient', 'Specialist', and 'Admission'; and 'Claim Inquiry' with a search form for last name and date of service. Each panel includes a 'View all' link at the bottom.

Once logged in to the portal, you will have access to **Quick Access** links.

- Prior Authorization
- Provider Manual
- Quick Reference Guides
- Provider Rep Assignments
- Educational Material

These will take you directly to the respective pages on our website for more information on each topic.

Member Eligibility



Eligibility - Search

Checking eligibility of a member has never been easier.

Provide the **Last Name** and **DOB** of the member, then press **Search**.

You can also click **View All Patients** to see a list of all members with the same last name using a minimum of two letters to search by.

The screenshot displays the Christus Health Plan website interface. At the top left is the Christus Health Plan logo. To the right are navigation links for 'Home' and a user profile 'Welcome Wendy'. Below the logo are three main menu items: 'Patient Management', 'Office Management', and 'Administration'. The main content area is divided into several sections. On the left is a purple 'QUICK ACCESS' sidebar with links for 'Prior Authorization', 'Provider Manual', 'Quick Reference Guides (QRG)', 'Provider Relations Rep Assignments', and 'Educational Material'. To the right is a banner for 'Find an In-Network Provider' with a 'Search' button. Below these are three search panels: 'Member Eligibility' (highlighted with an orange border), 'Check Authorization Status', and 'Claim Inquiry'. The 'Member Eligibility' panel includes a 'Search by' dropdown set to 'Last name' with a text input containing 'Smith', a 'DOB' input with the placeholder 'mm/dd/yyyy', and a 'Search' button. A 'View all Patients' link is at the bottom of this panel. The 'Check Authorization Status' panel has a 'Select a referral type to begin.' instruction and buttons for 'Outpatient', 'Specialist', and 'Admission', along with an 'Advanced Search' link. The 'Claim Inquiry' panel has a 'Submit or check claims for a patient.' instruction, a 'Search by' dropdown set to 'Last Name' with a text input containing 'Smith', a 'Date of Service' range with 'mm/dd/yyyy' placeholders, and a 'Search' button with a 'View all Claims' link below it.

Eligibility - Patient Management

The screenshot displays the Christus Health Plan website interface. At the top left is the Christus Health Plan logo. Below the logo, there are three navigation tabs: "Patient Management" (highlighted with an orange border), "Office Management", and "Administration". Under the "Patient Management" tab, there is a "Current Patient" dropdown menu currently set to "(None)". Below the dropdown is a "Search Patients" button, also highlighted with an orange border. To the right of the navigation tabs, there is a large purple banner with the text "Find an In-Network Provider" and a "Search" button. Below the banner, there are several links: "Prior Authorization", "Provider Manual", "Quick Reference Guides (QRG)", and "Provider Relations Rep Assignments".

Patient Management

You can create a member search here

Only 2 components are required to create the search:

- Last Name or Member ID
- Date of Birth

Select Search

Eligibility - Patient Management

Patient Search Results								
Name	Sex	Birth Date	Address	Phone	ID	Primary Care Provider	Sponsor	
SMITH, JANE	F	01/01/XXXX	100 Main Street	817-867-5309	0000000000	Spock, Leonard	CTUS	Select

Eligibility History for Jane Smith			
Effective Dates	PCP	Network	Group
11/30/2009 - Current	Spock, Leonard	USFHP	RET NO MEDEB

Patient history is available to download as a PDF

When searching, verify info and select patient.

In this section you can:

- Verify the member's demographics and PCP
- Dependents (if any)
- View Summary of Benefits and Pay through Date
- Other Insurance Information
- View Eligibility History
- Benefit Coverage – Out of Pocket, Deductible and Copay
- Accumulators

Claims



Claims

The screenshot shows the Christus Health Plan website interface. At the top left is the Christus Health Plan logo. To the right are links for 'Home' and a user profile 'Welcome Wendy'. Below the header are three main navigation tabs: 'Patient Management', 'Office Management', and 'Administration'. A dropdown menu is open under 'Office Management', with 'Claims' highlighted in an orange box. Other items in the dropdown include Eligibility, Reports, Remittance Advice, Document Manager, and Referrals/Authorizations. On the left side, there is a 'QUICK ACCESS' sidebar with links for Prior Authorization, Provider Manual, Quick Reference Guide, Provider Relations Rep Assignments, and Educational Material. The main content area features a 'Find an In-Network Provider' section with a search button. Below this are three search panels: 'Member Eligibility' (with search by last name and DOB), 'Check Authorization Status' (with buttons for Outpatient, Specialist, and Admission), and 'Claim Inquiry' (with search by last name and date of service). The 'Claim Inquiry' panel is highlighted with an orange border. At the bottom of the page, there are links for 'View all Patients' and 'View all Claims'.

Finding a Claim:

To view claims information, select the **Office Management** tab, then choose **Claims**.

You can also search for a claim from the landing page.

Enter the Last Name, Member ID or the Claim Number.

Claims - Status

Way to search:

- Claim number
- Dates of Service & Patient Last Name
- Date of Service & Provider Last Name

The screenshot shows the CHRISTUS Health Plan website interface. At the top, there is a navigation menu with 'Patient Management', 'Office Management', and 'Administration'. Below this, there are two tabs: 'Claim Status' (highlighted with an orange border) and 'Remittance Advice'. The main section is titled 'Claim Status Search' and contains several search criteria:

- Claim Number:** A text input field with an information icon and the note 'Field Requires Leading Zeros'.
- Date of Service:** Two date pickers with calendar icons, separated by 'To', showing the range '1/22/2024' to '4/22/2024'.
- Patient:** Radio buttons for 'Last Name' (selected), 'Member ID', and 'Patient Account Number'. Below is a text input field with an information icon and a dropdown menu labeled '(Patient List)'. Example text: '(Last Name Example - Smith, John) (ID Example - HP55555555, HP44444444)'.
- Provider:** Radio buttons for 'Last Name' (selected), 'Provider Tax ID', and 'Provider NPI'. Below is a text input field with an information icon. Example text: '(Last Name Example - Smith, John)'.
- Medical Group:** Radio buttons for 'Group Name' (selected), 'Group Tax ID', and 'Group NPI'. Below is a text input field with an information icon. Example text: '(Last Name Example - Smith, John)'.
- Status:** A row of checkboxes for 'Paid', 'Pended', 'Denied', 'Voided', and 'Submitted', all of which are checked.

At the bottom left, there is a blue 'Search' button and a 'Clear' link.

Claims - Remittance

The screenshot shows the Christus Health Plan website interface. At the top left is the Christus Health Plan logo. To the right is a 'Home' link. Below the logo are three navigation tabs: 'Patient Management', 'Office Management', and 'Administration'. In the main content area, there are two tabs: 'Claim Status' and 'Remittance Advice'. The 'Remittance Advice' tab is highlighted with an orange border. Below the tabs is the heading 'Remittance Advice'. There are several search criteria sections: 'By Provider' with a 'Select Provider' link; 'By Tax ID' with an empty text box; 'By Practice' with a 'Select Practice' link; 'By Patient' with a 'Select Patient' link; 'By Patient Account Number' with an empty text box; 'By Remittance Advice' with a 'Check Number' dropdown menu and an empty text box; and 'By Date' with a 'Check Date' dropdown menu, 'From:' and 'To:' labels, and two empty date picker boxes. At the bottom left are 'Search' and 'Clear' buttons.

Find the status of a check

To view remittance advice, first click on **Remittance Advice** tab. Next enter specifics (see below) and press **Search**:

- Provider Name
- Tax ID
- Check Number
- Date of Check
- A date range will work too

Access this information directly as a self-service feature.

Document Manager



Document Manager

The screenshot displays the Christus Health Plan website interface. At the top left is the Christus Health Plan logo. To the right, there is a 'Home' link and a user greeting 'Welcome Wendy'. Below the header, there are three main navigation tabs: 'Patient Management', 'Office Management', and 'Administration'. The 'Office Management' tab is selected and highlighted with an orange border. A dropdown menu is open under 'Office Management', listing several options: 'Eligibility', 'Claims', 'Reports', 'Remittance Advice', 'Document Manager', and 'Referrals/Authorizations'. The 'Document Manager' option is highlighted with an orange border. On the left side of the page, there is a 'QUICK ACCESS' sidebar with links for 'Prior Authorization', 'Provider Manual', 'Quick Reference Guide', 'Provider Relations Rep Assignments', and 'Educational Material'. In the center, there is a large banner for 'Find an In-Network Provider' with a 'Search' button. Below the banner are three utility cards: 'Member Eligibility' (with search fields for last name and DOB), 'Check Authorization Status' (with buttons for Outpatient, Specialist, and Admission), and 'Claim Inquiry' (with search fields for last name and date of service).

Document Manager is where you can find and store reports.

Document Manager is located on the home page under the **Office Management** drop down menu.

Document Manager

CHRISTUS Health Plan

Home Welcome Test

Patient Management Office Management Administration

My Documents

+ Add Document

Current Documents Archived Documents

Search term: Document name Category: All Date Range: to

Owner: Status: Show All Statuses Member: Search Members

Category: Select a category Sub Category: Select a category

Search Clear

Sorted By: Newest Per Page: 25

Document Name	Uploaded	Member	Owned By
Member Roster by PCP - No SSN_20240222-0 10058	02/22/2024		

Any report submitted or requested is stored under Document Manager.

In Document Manager you can:

- Search for a report by name
- Search by a date range
- Download the Report
- Add comments about the report
- Share it with someone
- Edit is categorization
- Archive the report

Reports



Reports

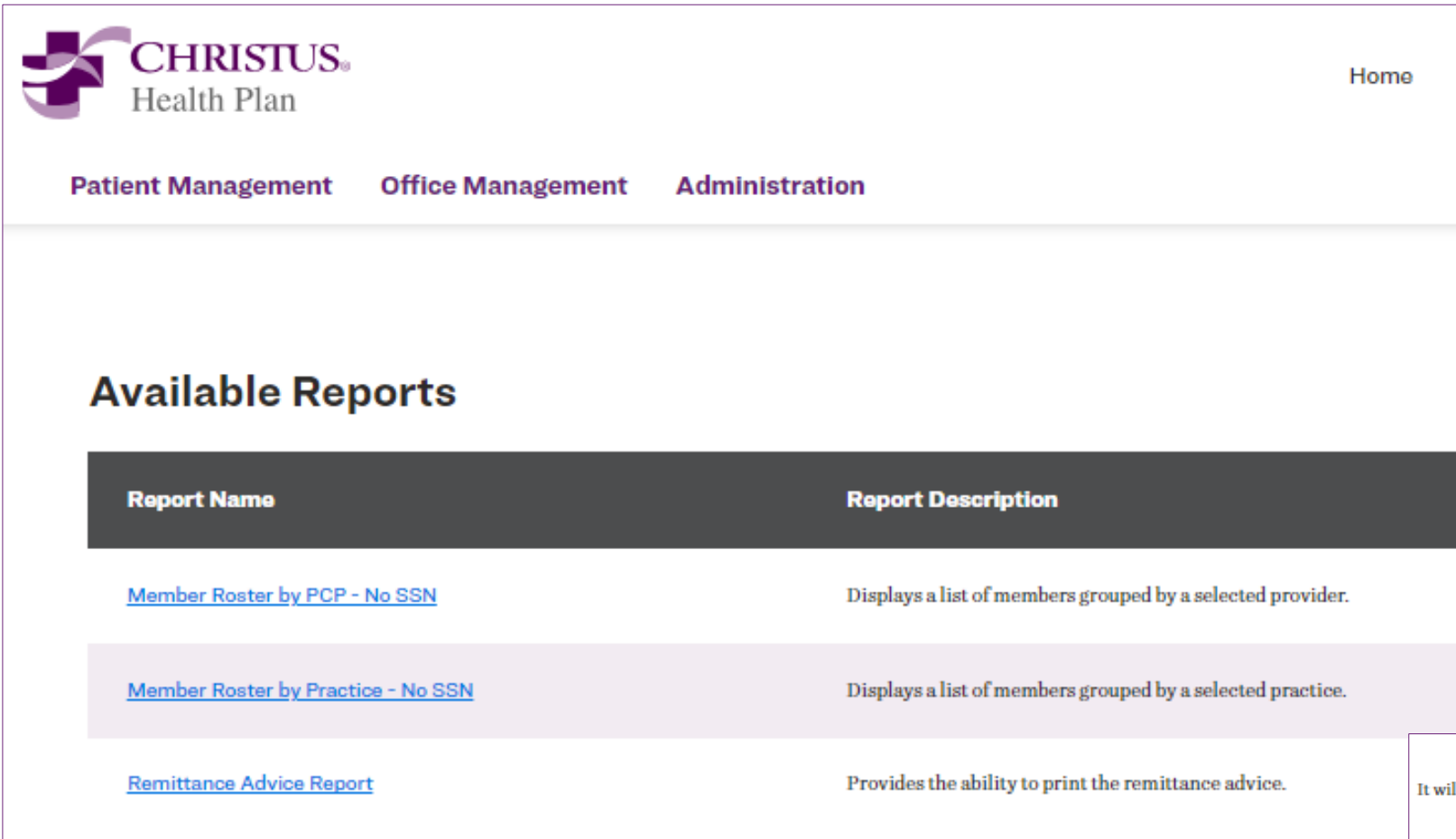
Access to reports is easy!
Reports are located under the **Office Management** tab on the home page.

Currently, the following reports are available:

1. Member Roster by PCP
– No SSN
2. Member Roster by Practice
– No SSN
3. Remittance Advise Report

The screenshot displays the Christus Health Plan website interface. At the top left is the Christus Health Plan logo. On the right, there is a 'Home' link and a user profile for 'Welcome Wendy'. Below the header are three main navigation tabs: 'Patient Management', 'Office Management', and 'Administration'. A dropdown menu is open under 'Office Management', with 'Reports' highlighted in an orange box. Other items in the dropdown include Eligibility, Claims, Remittance Advice, Document Manager, and Referrals/Authorizations. To the left of the dropdown is a 'QUICK ACCESS' sidebar with links for Prior Authorization, Provider Manual, Quick Reference Guide, Provider Relations Rep Assignments, and Educational Material. To the right is a 'Find an In-Network Provider' search box with a 'Search' button. Below these are three main content areas: 'Member Eligibility' (with search by last name and DOB), 'Check Authorization Status' (with buttons for Outpatient, Specialist, and Admission), and 'Claim Inquiry' (with search by last name and date of service).

Reports – Available Types



The screenshot shows the Christus Health Plan website interface. At the top left is the Christus Health Plan logo. To the right is a 'Home' link. Below the logo are three navigation tabs: 'Patient Management', 'Office Management', and 'Administration'. The main content area is titled 'Available Reports' and contains a table with three rows of report information. A modal dialog box is open at the bottom right, indicating that a report is currently processing and will take time to complete. It provides instructions on where to find the report and offers a dropdown menu to select a download format (currently set to PDF) and a 'Submit' button.

Report Name	Report Description
Member Roster by PCP - No SSN	Displays a list of members grouped by a selected provider.
Member Roster by Practice - No SSN	Displays a list of members grouped by a selected practice.
Remittance Advice Report	Provides the ability to print the remittance advice.

Your report is currently processing and will take time to complete. It will be delivered to your [Document Manager](#) when it is complete which may be 30 minutes or more. Please select a download format for the report.

PDF

Submit

Here is a closer look at the current available reports:

Running these reports could take a little time.

When it's done, you will find the report under **Document Manager**. A link is provided on the page to bring you to the Document Manager.

Reports – Member Roster by PCP

CHRISTUS Health Plan

Patient Management **Office Management** Administration

Member Roster by PCP - No SSN

Select Type of Members

Active Members As of 04/11/2024

Please select a provider to narrow the search. If one is not selected no results will be returned.

Provider
[Select Provider](#)

Subscriber Section
A check in the box means the member is the primary subscriber.

Filter By
 Subscribers Only

This report can provide different views of member data.

Report views:

Active Members

Active Members
All Members
Terminated Members

As of

As of
Added Effective
Terminated Effective

04/11/2024

Today

April 2024

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Search Provider

Identifier

NPI

Search Cancel

Next, click on **Select Provider** to narrow your search. Click on the correct provider. Click **Continue** to run report.

Go to **Document Manager** to locate your report.

Your report is currently processing and will take time to complete. It will be delivered to your [Document Manager](#) when it is complete which may be 30 minutes or more. Please select a download format for the report.

PDF

Submit

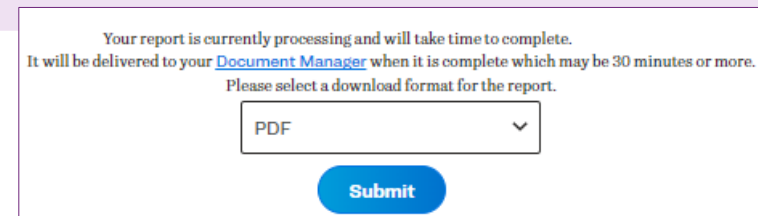
Reports – Remittance Advice (Individual)

This report is used when looking for 1 specific check. Type in the **Check Number** and then press **Continue**.



The screenshot shows the Christus Health Plan logo at the top left. Below the logo are three navigation tabs: 'Patient Management', 'Office Management' (which is highlighted with an orange border), and 'Administration'. Underneath the tabs, there is a large orange-bordered button labeled 'Remittance Advice Report'. Below this button is a form field labeled 'Check Number: *' with an empty text box.

Go to **Document Manager** to locate your report.



The screenshot shows a status message: 'Your report is currently processing and will take time to complete. It will be delivered to your [Document Manager](#) when it is complete which may be 30 minutes or more. Please select a download format for the report.' Below the message is a dropdown menu with 'PDF' selected and a downward arrow. A blue 'Submit' button is located below the dropdown.

Reports – Remittance Advice

The screenshot shows the Christus Health Plan website interface. At the top left is the Christus Health Plan logo. To the right, there is a 'Home' link and a user profile dropdown for 'Wendy'. Below the navigation bar are three tabs: 'Patient Management', 'Office Management' (which is highlighted with an orange box), and 'Administration'. A dropdown menu is open under 'Office Management', listing 'Eligibility', 'Claims', 'Reports', 'Remittance Advice' (highlighted with an orange box), 'Document Manager', and 'Referrals/Authorizations'. On the left side, there is a 'QUICK ACCESS' sidebar with links for 'Prior Authorization', 'Provider Manual', 'Quick Reference Guide', 'Provider Relations Rep Assignments', and 'Educational Material'. The main content area features a large banner for 'Find an In-Network Provider' with a 'Search' button. Below the banner are three utility cards: 'Member Eligibility' (with search fields for last name and DOB), 'Check Authorization Status' (with buttons for Outpatient, Specialist, and Admission), and 'Claim Inquiry' (with search fields for last name and date of service).

The Remittance Report can also be accessed from the home page, under **Office Management** and then selecting **Remittance Advice**.

The 'Remittance Advice Search' form contains the following fields and buttons:

- Remittance Advice Search** (Section Header)
- Vendor NPI *** (Text input field)
- Date Range** (Section Header)
- Start Date *** (Date picker field)
- End Date** (Date picker field)
- Search** (Blue button)
- Cancel** (Text link)

Enter specific “Vendor NPI” and a date range, then press the **Search** button.

Go to **Document Manager** to locate your report.

The screenshot shows a message box with the following content:

- Your report is currently processing and will take time to complete.
- It will be delivered to your [Document Manager](#) when it is complete which may be 30 minutes or more.
- Please select a download format for the report.
- PDF** (Dropdown menu)
- Submit** (Blue button)

Provider Directory



Provider Directory - Search

The screenshot displays the CHRISTUS Health Plan website's Provider Directory search page. At the top left is the CHRISTUS Health Plan logo. To the right are links for 'Home' and a user profile 'Welcome Test'. Below the navigation bar are three menu items: 'Patient Management', 'Office Management', and 'Administration'. The main content area features a 'QUICK ACCESS' sidebar with links to 'Prior Authorization', 'Provider Manual', 'Quick Reference Guides (QRG)', 'Provider Relations Rep Assignments', and 'Educational Material'. The central focus is a 'Find an In-Network Provider' search box with a 'Search' button, overlaid on a photo of a doctor talking to a patient. Below this are three utility boxes: 'Member Eligibility' (with search by last name and DOB), 'Check Authorization Status' (with buttons for Outpatient, Specialist, and Admission), and 'Claim Inquiry' (with search by last name and date of service).

In-Network Provider Search Capability

- Search by Available Plans
 - US Family Health Plan
 - CHRISTUS Networks
 - CHRISTUS Health Advantage
 - CHP TX Health Plan Exchange
 - CHP LA Health Plan Exchange
- Search by Doctors Name
- Search by Specialty
- Facility Name
- Type of Place

Provider Directory – Member Resources

Need to find supplemental benefit information or member resources?

[Click here](#)

- Coverage Information
- Variety of Forms and Document
- Glossary of Health Care Terms
- Pharmacy Information by Plan
- Plan Newsletters
- Information on Appeals & Grievances
- Understanding Health Care Claims
- FAQ's



Dental Providers
Find dental care.

[Click here](#)



Vision Providers
Find eyecare

[Click here](#)



Prevention and Care
Tips to improve your health.

[Learn More](#)



Member Resources
Maximize your plan benefits.

[Learn More](#)

Need Assistance?



Need Assistance?



For questions or concerns, please contact your Network Provider Relations Representative in your area or:

Network Development Portal Team:

christusproviderportal@christushealth.org

Member Services:

christus.help@christushealth.org

Frequently Asked Questions



Frequently Asked Questions

Questions	Answers
How are passwords reset?	Call HealthTrio at 1-877-814-9909
What should I do if locked out?	Call HealthTrio at 1-877-814-9909
Are there different levels of access?	<p>Yes, please see below.</p> <ul style="list-style-type: none">• Admin/Office Manager(Eligibility, Claims, Authorizations & User Management)• Provider(Eligibility, Claims & Authorizations)• Biller(Eligibility & Claims)• Front Office(Eligibility)
Can an Admin/Office Manager see all providers linked to a tax ID?	The portal works at a Tax ID Level and once the Administrator/Office Manager has access to a Tax ID, all providers affiliated with that Tax ID will be available to them.