Provider Portal Guide

CHRISTUS Health Plan

CHRISTUS® Health Plan

PC2101

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

Registration & Login Process

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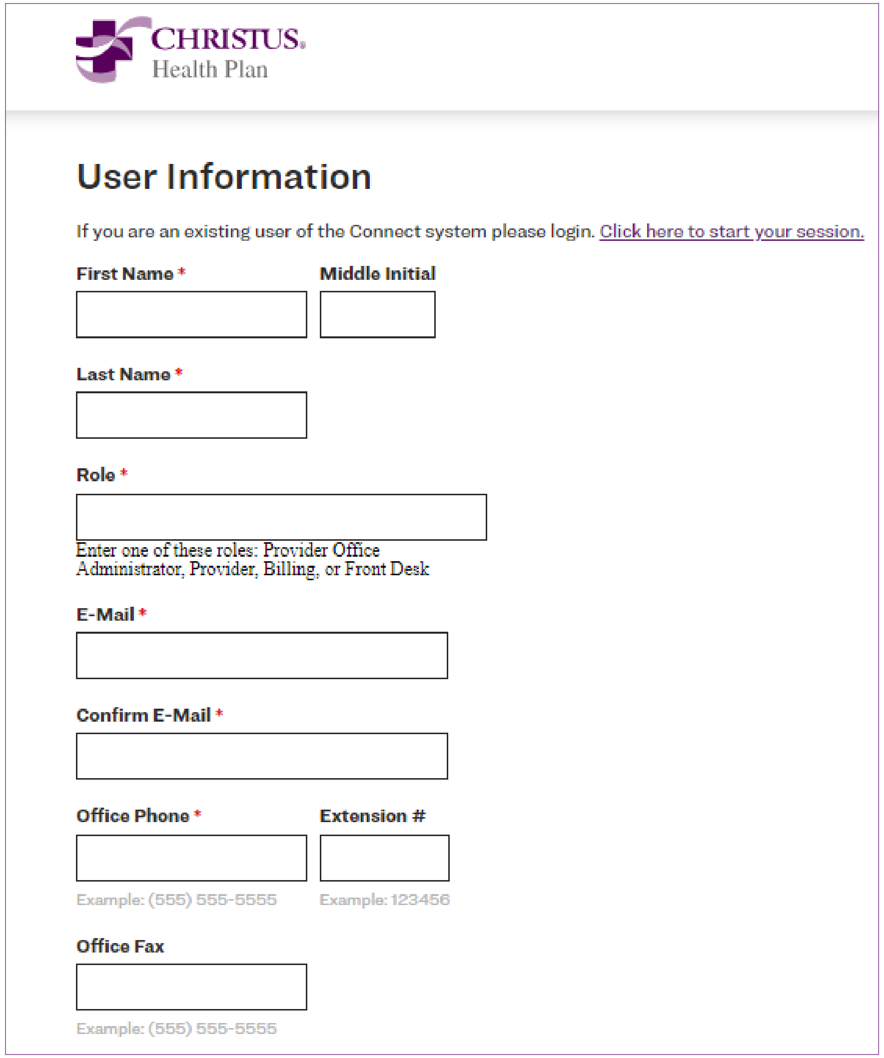
Registration – Login

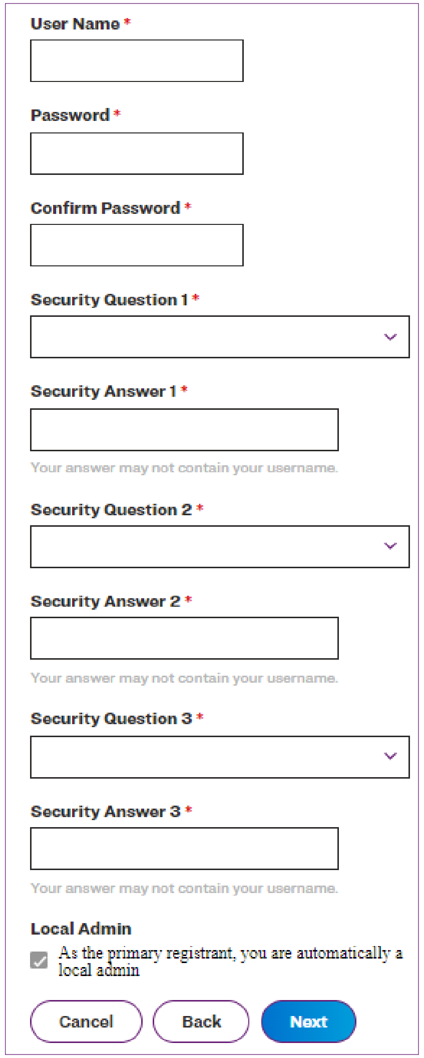
To register, navigate to:
www.christushealthplan.org or click below.

- 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

Registration – User Access





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.

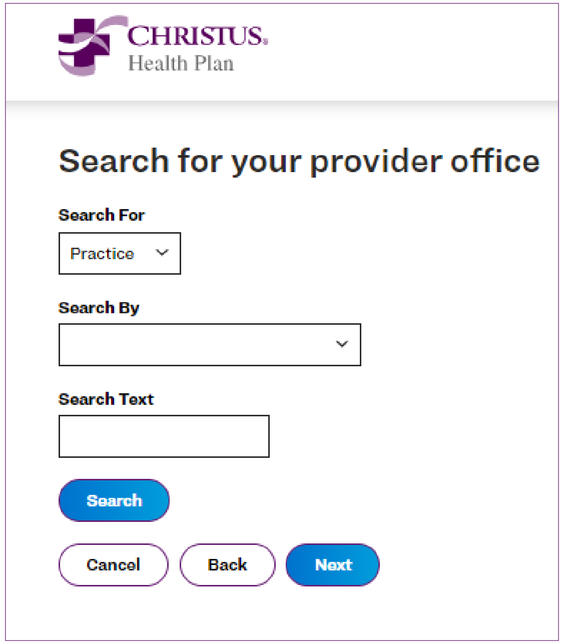
The Admin should ensure selection of the **Local Admin** check box to denote primary registrant status.

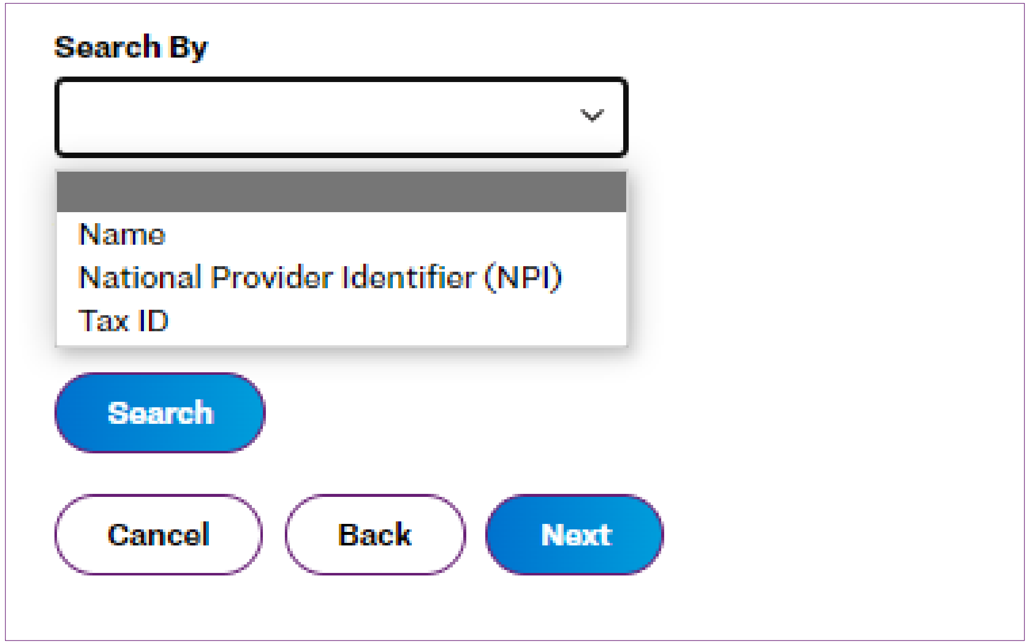
Registration – Provider Office

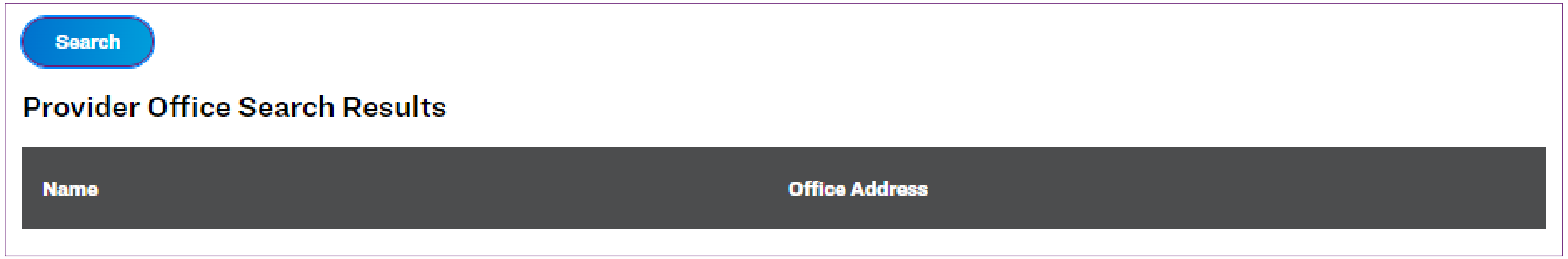
To search for your provider office, Select your practice using one of the search criteria options below:

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

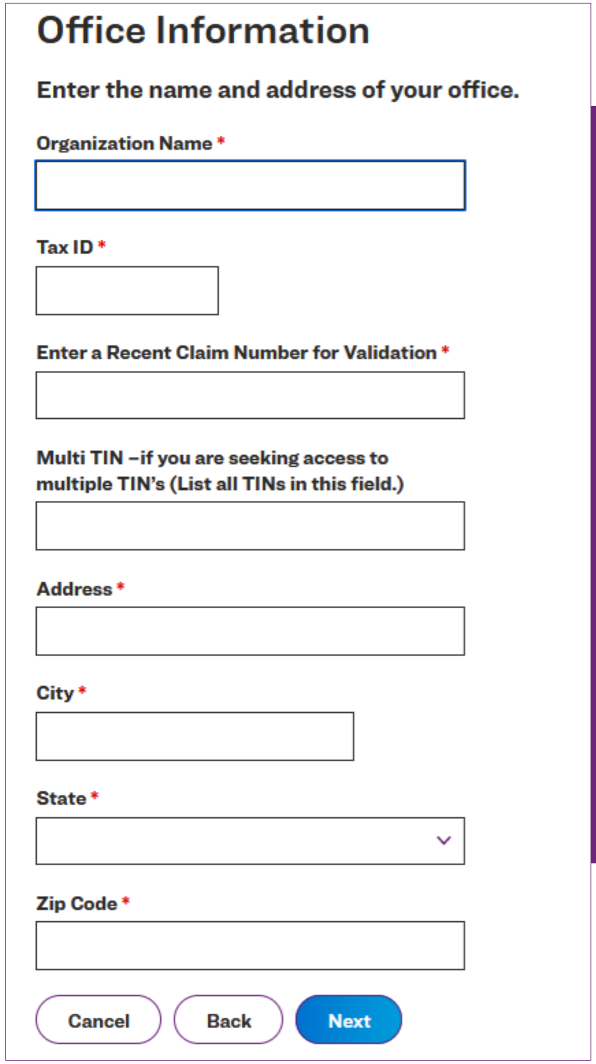
Once located, ensure proper selection and press **Next**.







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 TINs 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 check 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

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

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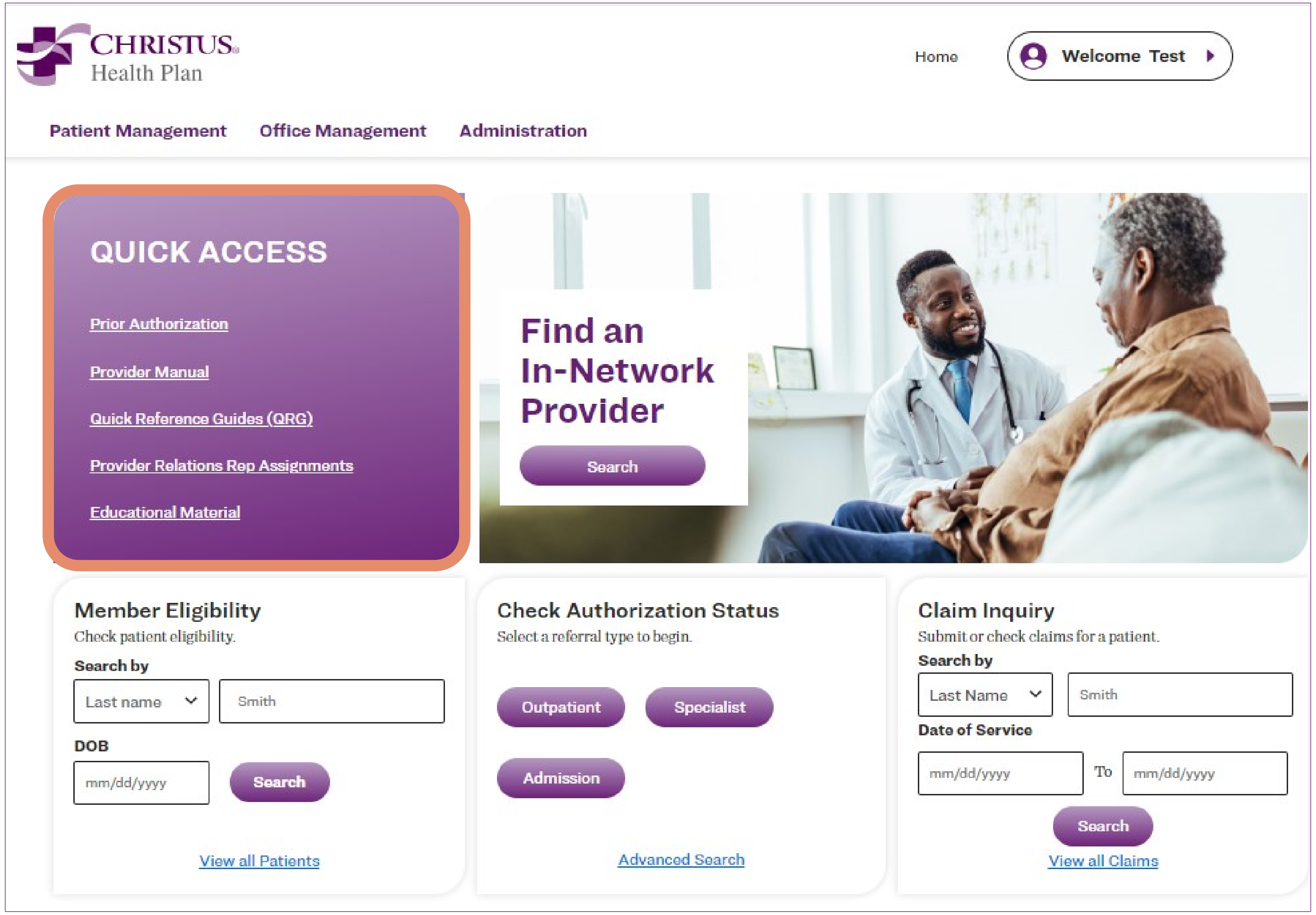
Quick Access Links



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

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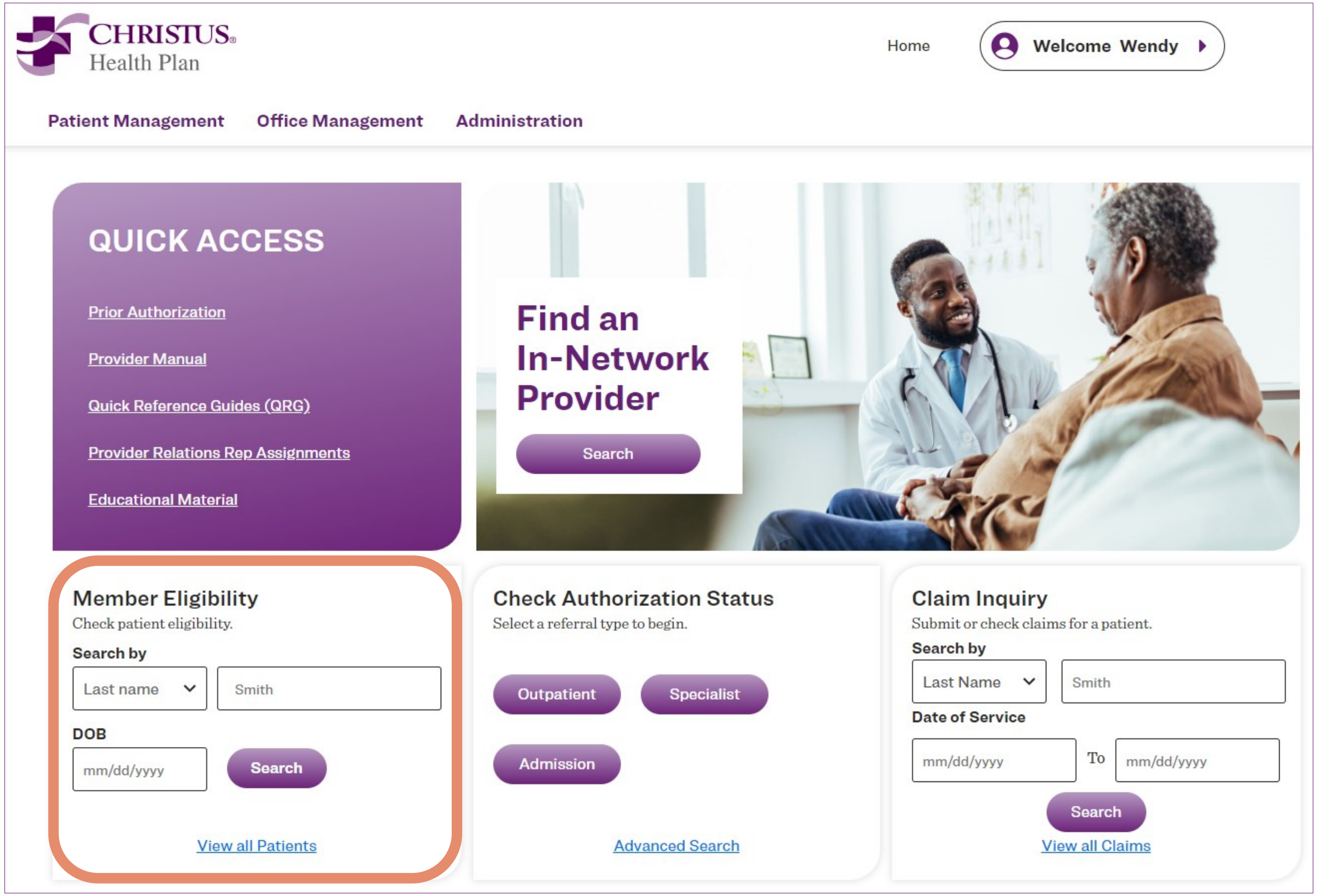
Eligibility - Search

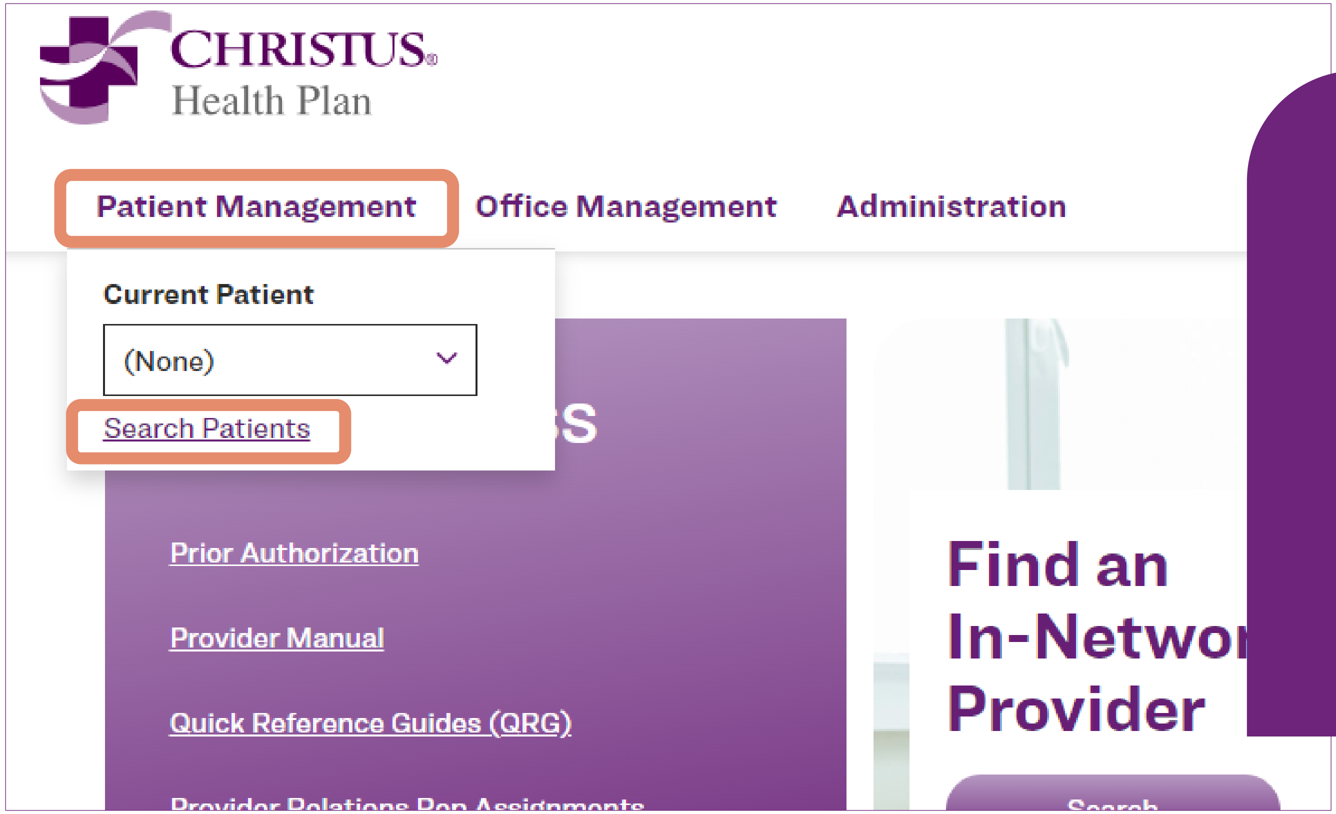
Checking eligibility of a member has never been easier.

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.



Eligibility - Patient Management



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
Select	SMITH, JANE	F	01/01/XXXX	100 Main Street	817-867-5309	0000000000	Spock, Leonard	CTUS

Eligibility History for Jane Smith

1 - 1 of 1

Effective Dates	PCP	Network	Group
11/30/2009 - Current	Spock, Leonard	USFHP	RET NO MEDB

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

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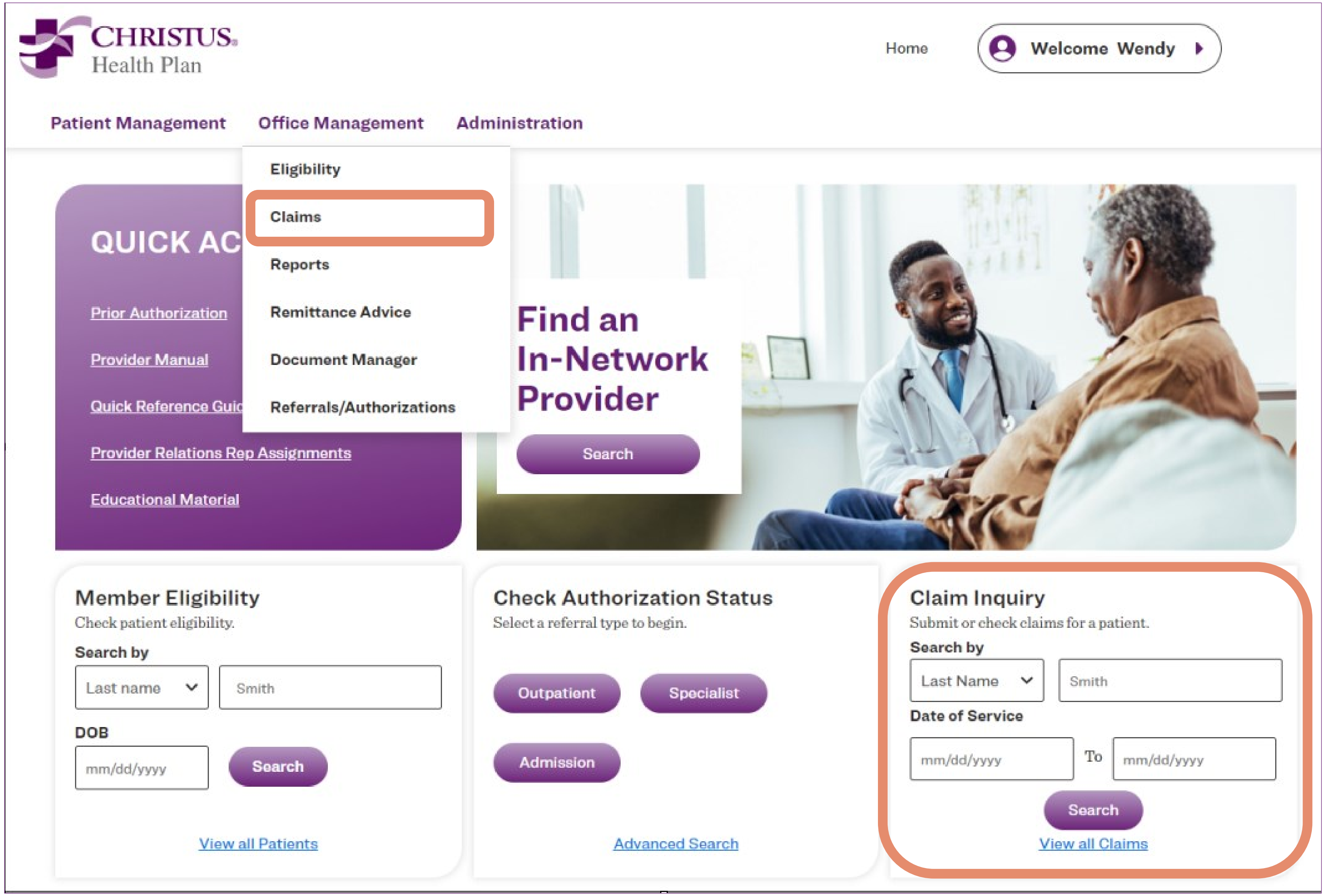
Claims



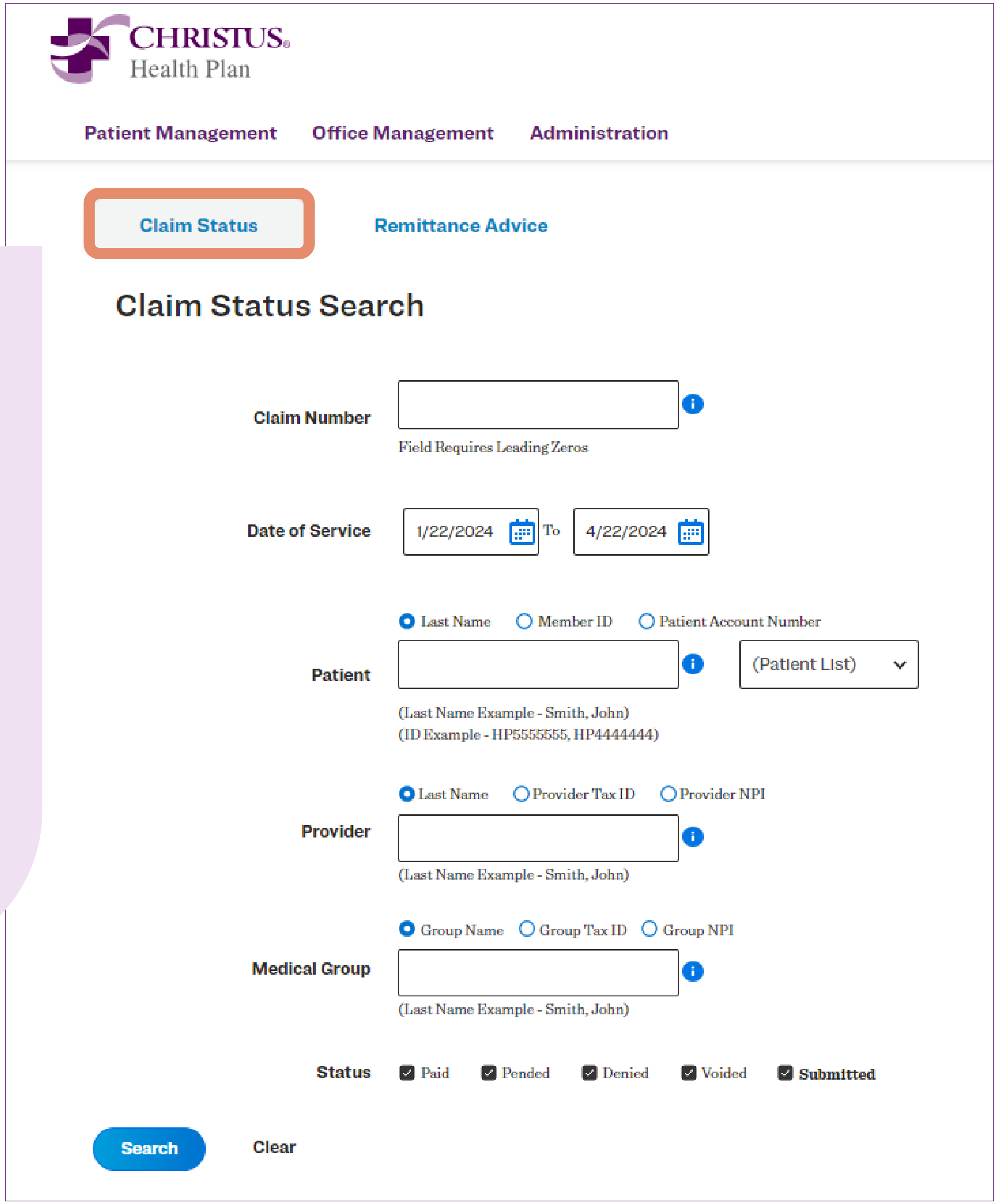
Finding a Claim:

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.

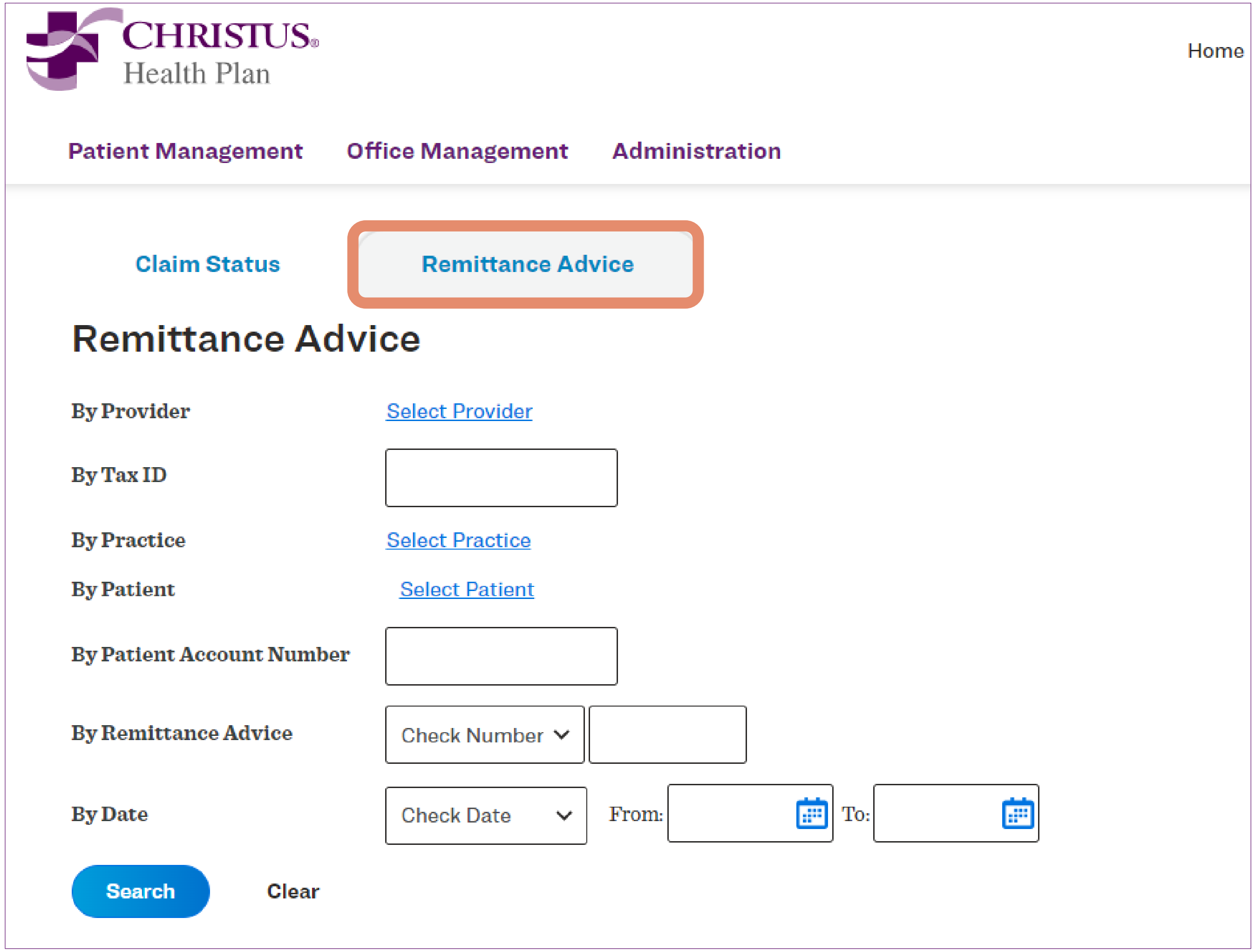
Claims - Status



Way to search:

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

Claims - Remittance



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

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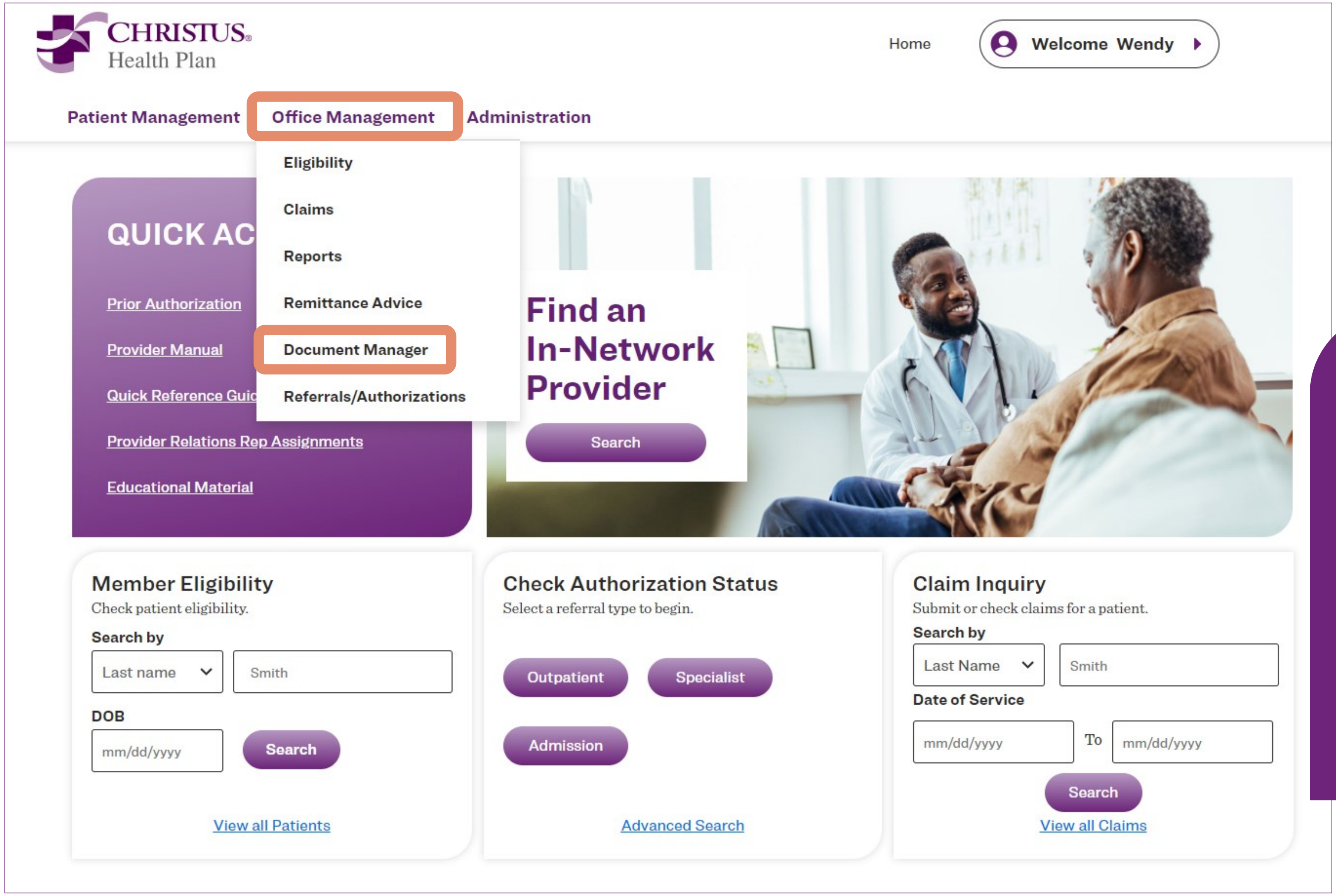
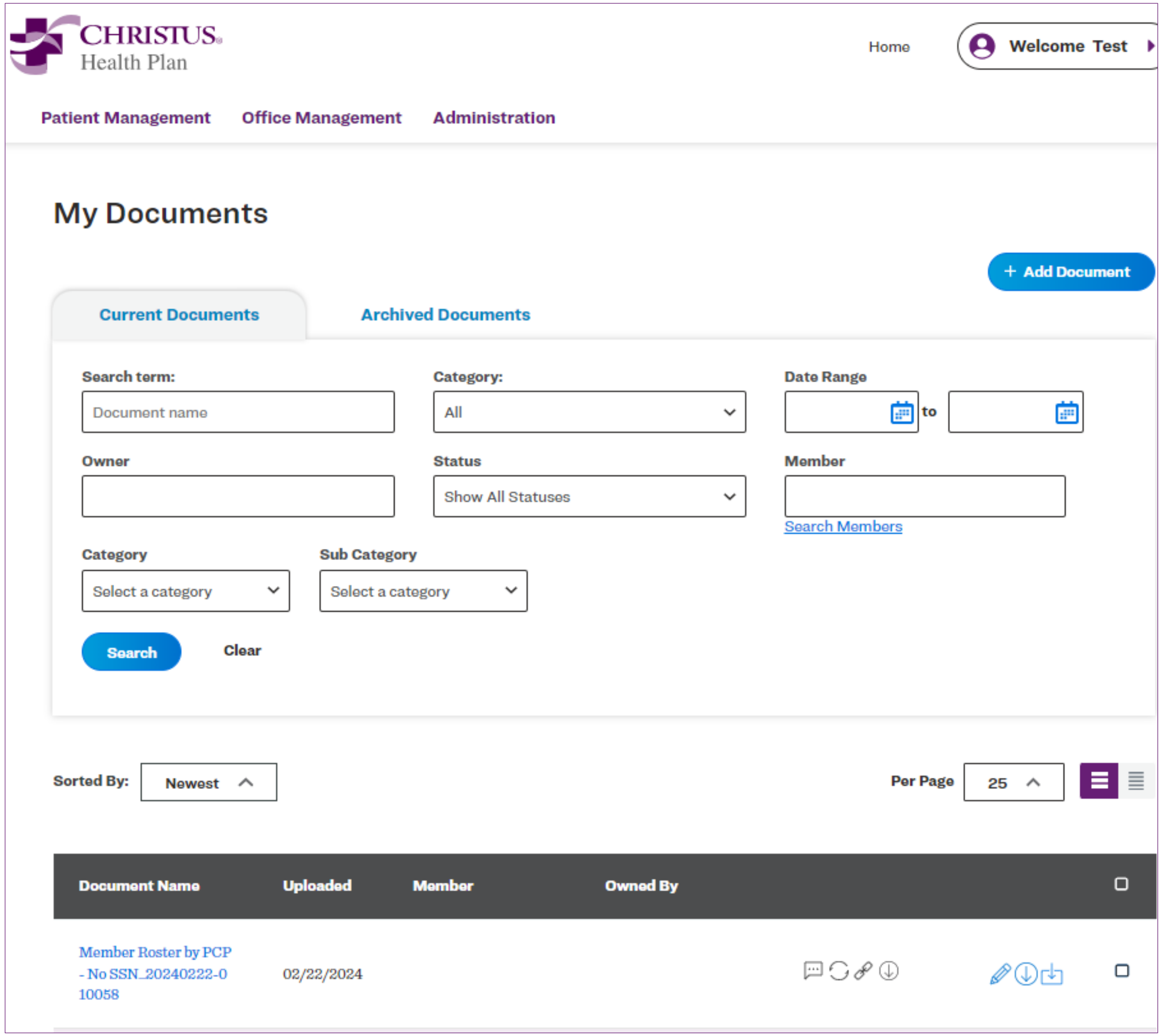
Document Manager



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



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

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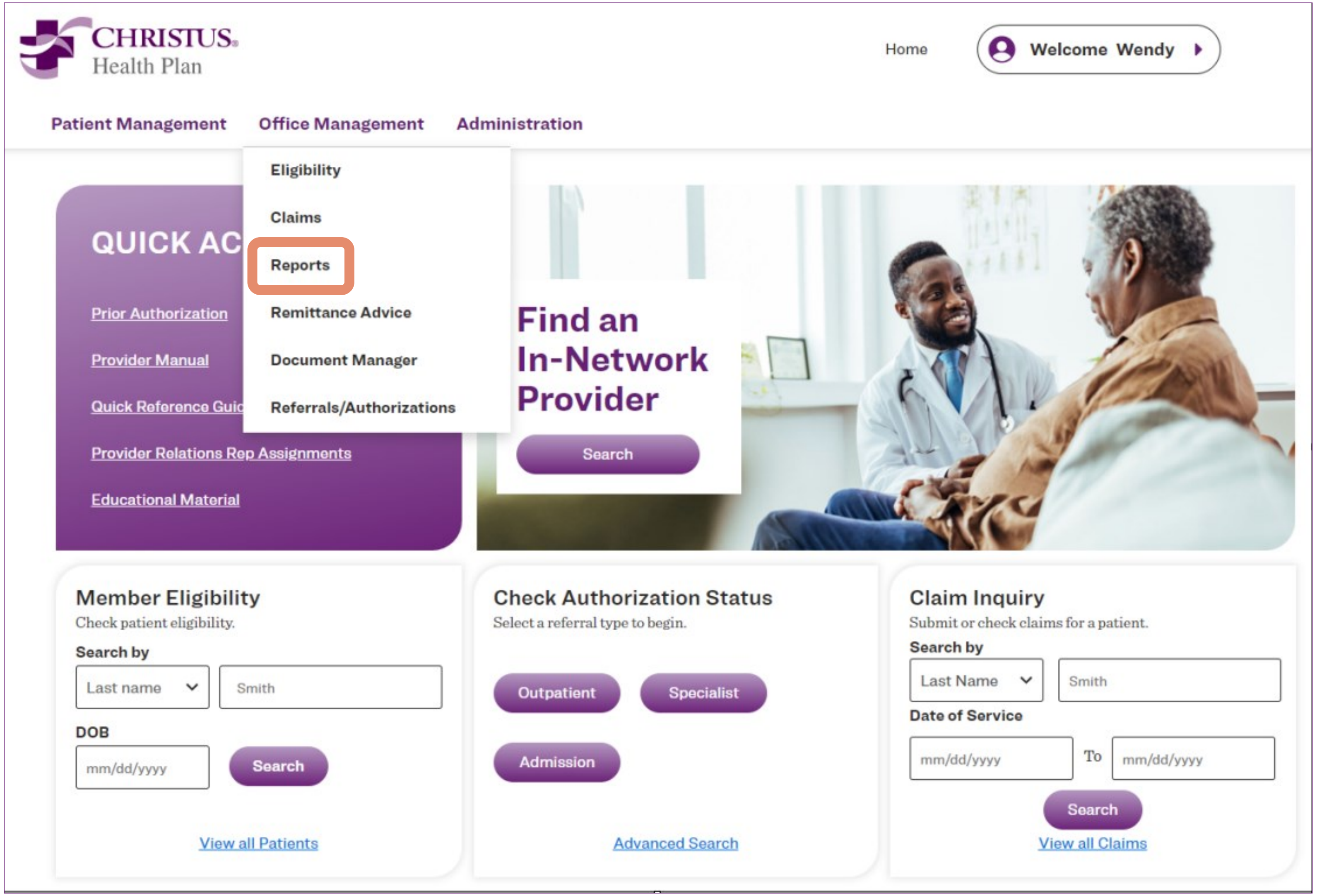
Reports

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



Reports – Available Types

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Home

Patient Management   Office Management   Administration

Available Reports

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.

Here is a closer look at the current available reports:

Running these reports could take a little time.

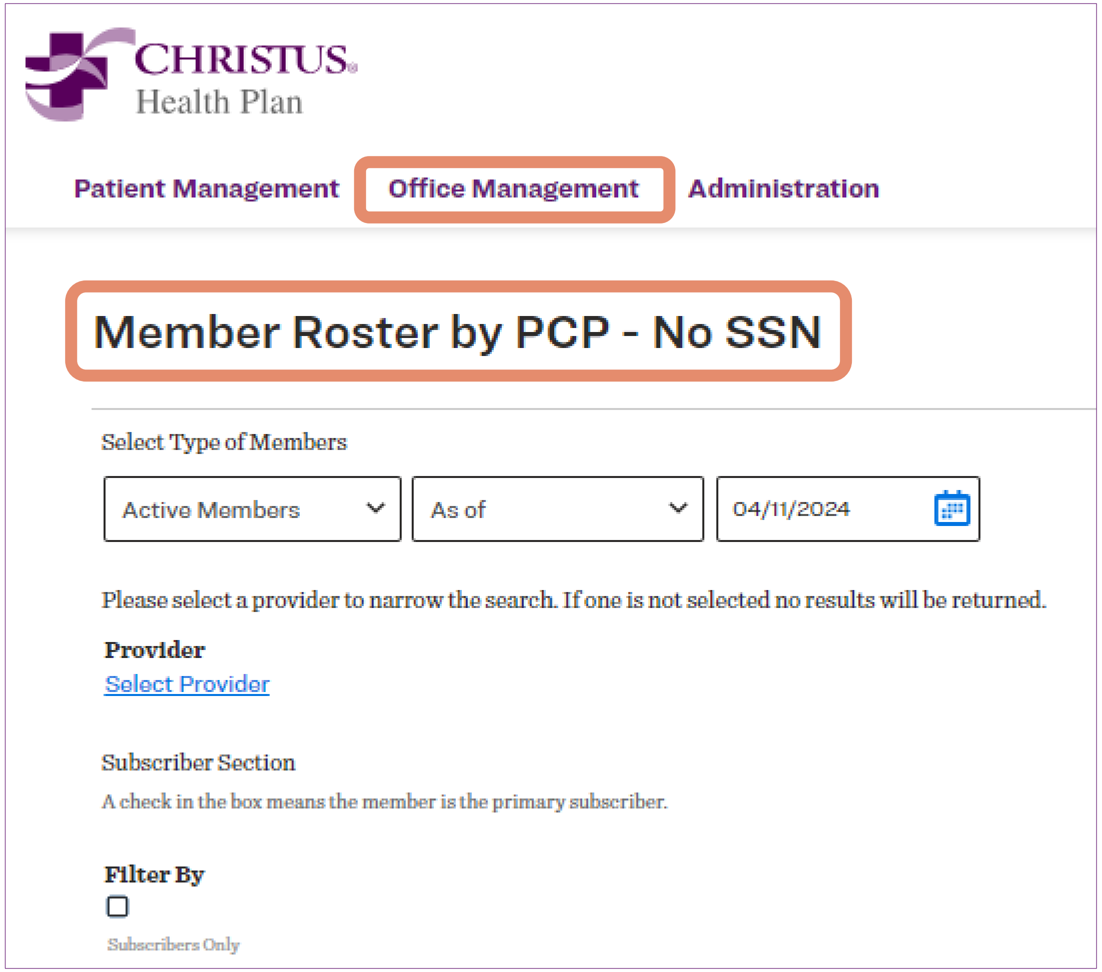
When it’s done, you will find the report under Document Manager. A link is provided on the page to bring you to the Document Manager.

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

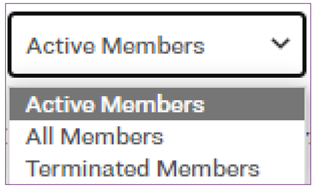
Submit

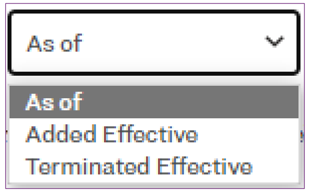
Reports – Member Roster by PCP

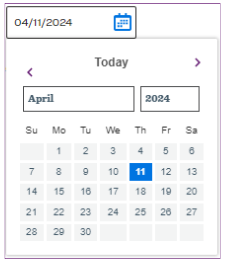


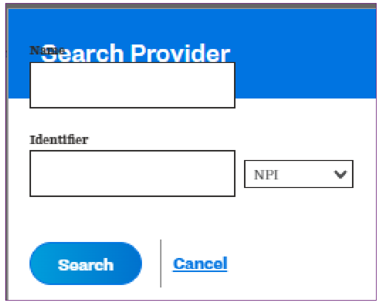
This report can provide different views of member data.

Report views:



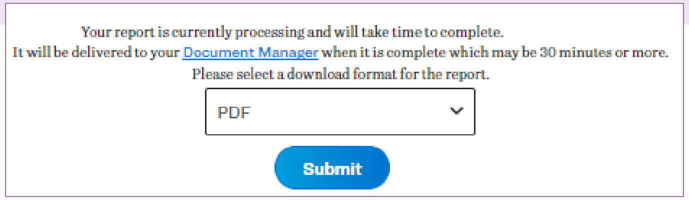






Next, click on **Select Provider** to narrow your search. Click on the correct provider. Click **Continue** to run report.

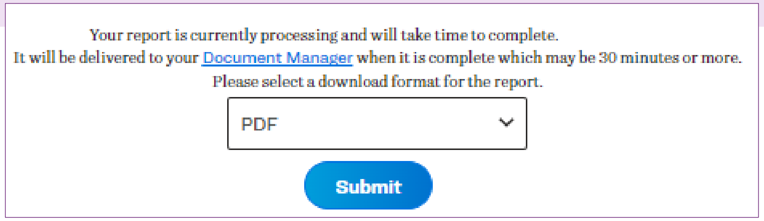
Go to **Document Manager** to locate your report.



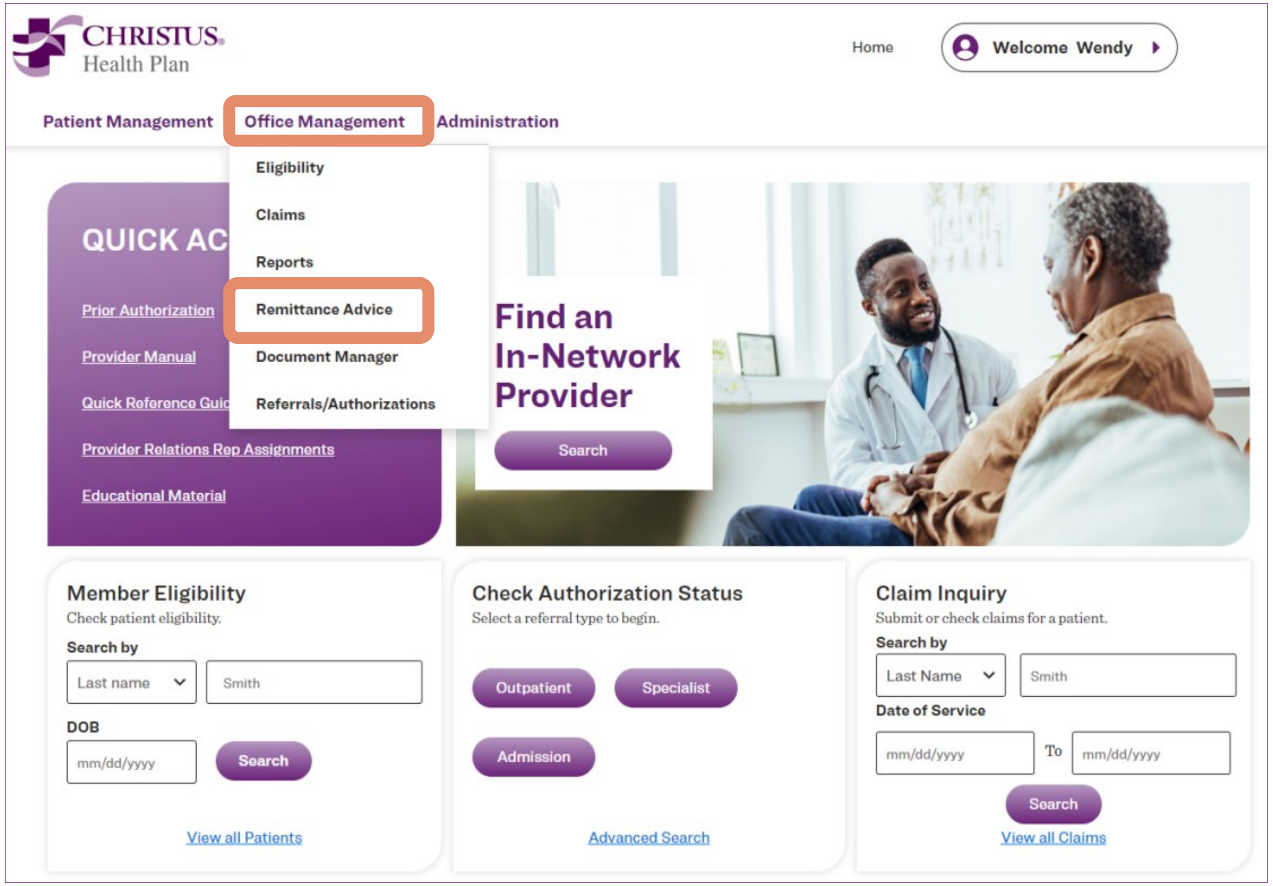
Reports – Remittance Advice (Individual)

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

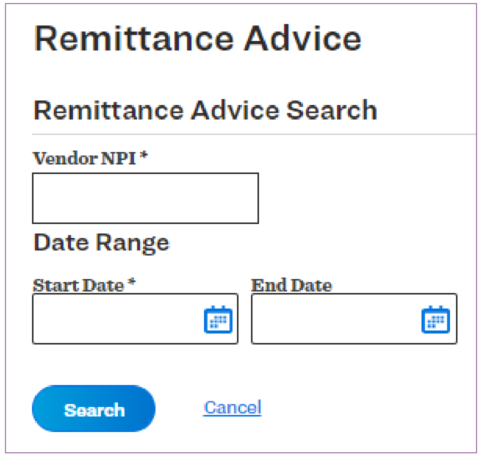
Go to **Document Manager** to locate your report.



Reports – Remittance Advice

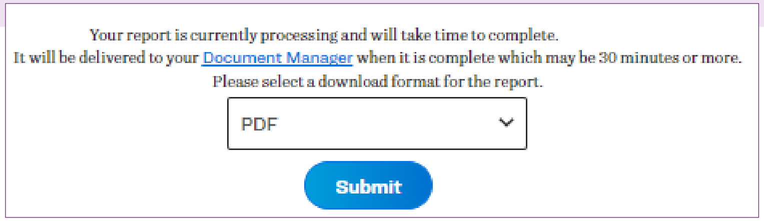


The Remittance Report can also be accessed from the home page, under **Office Management** and then selecting **Remittance Advice**.



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

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



Provider Directory

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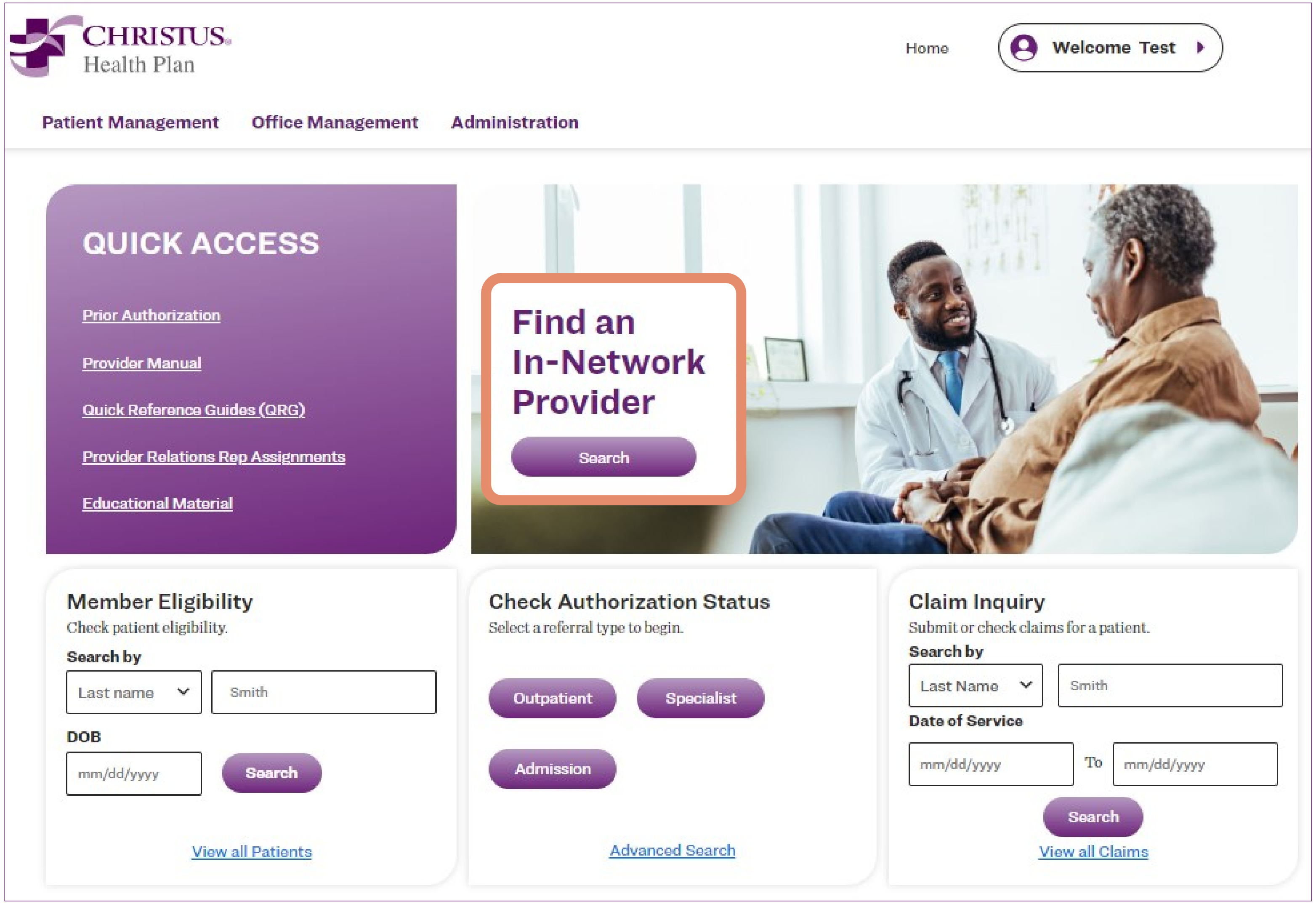
Provider Directory - Search



In-Network Provider Search Capability

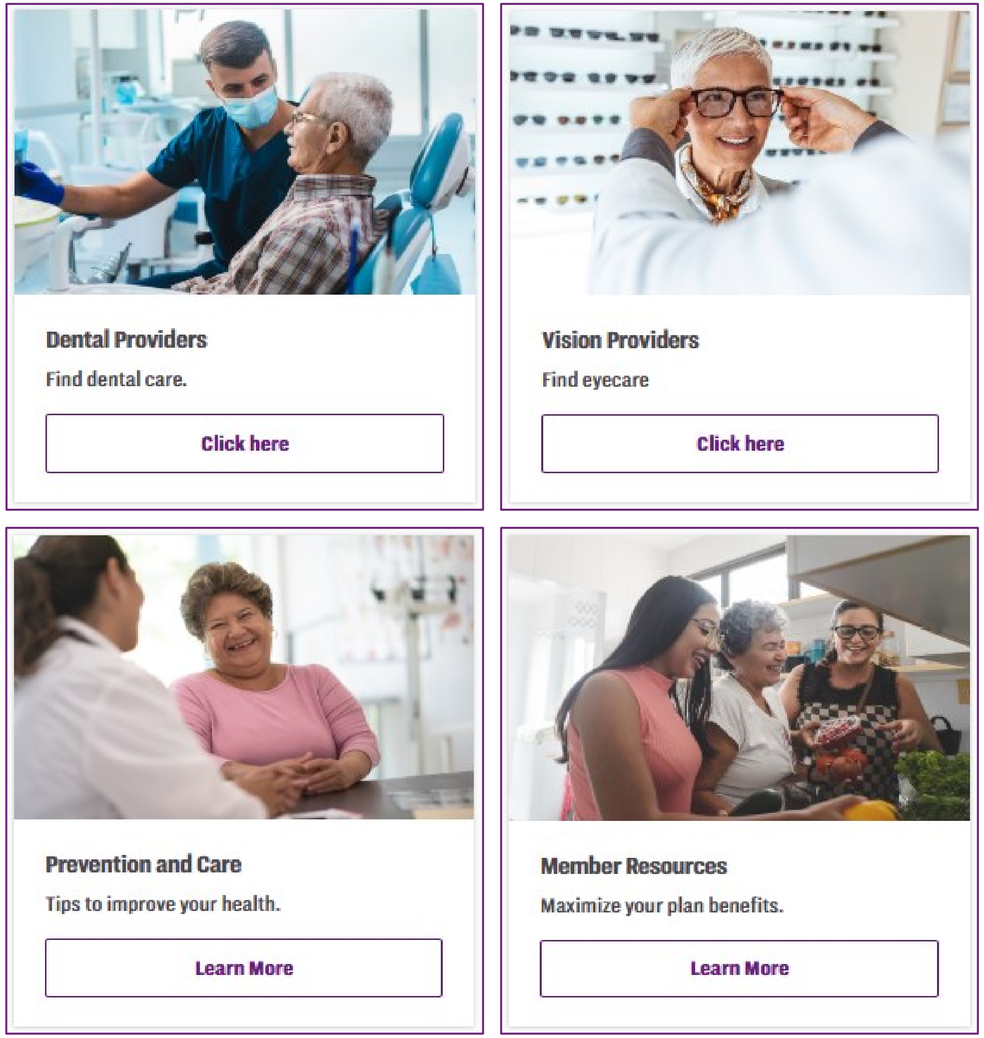
- Search by Available Plans
  - US Family Health Plan
  - CHRISTUS Networks
  - CHRISTUS Health Advantage
  - CHP TX Health Plan Exchange
  - CHP LA Health Plan Exchange
- Search by Doctors Name
- Search by Specialty
- Facility Name
- Type of Place

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



Need Assistance?

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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

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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?	Yes, please see below. • 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.