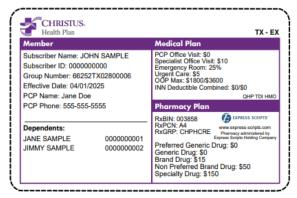


2025 BROKER QUICK REFERENCE GUIDE Health Insurance Marketplace - Louisiana

MEMBER SERVICES

Phone: **844-282-3025** Fax: **210-766-8851**

Christus.HP.memberservices.inquiry@christushealth.org





MEMBER PORTAL URL

https://christushealthmember.healthtrioconnect.com

Reprint ID cards, change PCP, view benefits, check eligibility and more

"How to Register for the Portal" VIDEO

https://www.christushealthplan.org/member-resources

SALES & MARKETING

TXBrokerSupport@christushealth.org

Phone: 833-889-4357

Broker/Prospect Inquiries, Marketing Events

CARENET 24-HOUR NURSE LINE

Phone: 844-581-3175



CARE MANAGEMENT

Phone: 800-446-1730 (ext 2)

The Care Management program plans and manages the care of members with complex and/or chronic needs and those whose needs are acute, episodic, or short term in nature.

There is no cost to the member.

Members can be referred for a care management evaluation by calling the number above. Members will then be contacted to enroll.

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

ELIGIBILITY AND ENROLLMENT

Christus.HP.Eligibility@christushealth.org

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

Open Enrollment 11/01/2024 - 01/15/2025

PHARMACY BENEFIT MANAGER

Express Scripts, Inc. (ESI 1-800-949-8779

Pharmacy Help Desk 1-800-922-1557

*Single Sign-On (SSO) available in Member Portal



DENTAL BENEFIT VENDOR

Delta Dental www.deltadentalins.com
Member Services 1-833-459-1167
*Single Sign-On (SSO) available in Member Portal



VISION BENEFIT VENDOR

Superior Vision <u>www.superiorvision.com</u>
Member Services **1-800-879-6901**



FITNESS VENDOR (Plus plans ONLY)

Active&Fit <u>www.activeandfit.com</u>
Member Services **877-771-2746** (TTY 711)

Monday - Friday, 5 am - 6 pm



FRAUD, WASTE AND ABUSE

ChristusHealthPlanSIU@christushealth.org

FWA HOTLINE: 855-771-8072 Secure Fax: 210-766-8849 CHRISTUS Health Plan

ATTN: Special Investigations Unit

5101 N. O'Connor Blvd. Irving, TX 75039