

# 2025 BROKER QUICK REFERENCE GUIDE

## Health Insurance Marketplace - Texas

### MEMBER SERVICES

Phone: **844-282-3025** Fax: **210-766-8851**  
[Christus.HP.memberservices.inquiry@christushealth.org](mailto:Christus.HP.memberservices.inquiry@christushealth.org)

CHRISTUS Health Plan TX - EX	
Member	Medical Plan
Subscriber Name: JOHN SAMPLE Subscriber ID: 0000000000 Group Number: 66252TX02800006 Effective Date: 04/01/2025 PCP Name: Jane Doe PCP Phone: 555-555-5555	PCP Office Visit: \$0 Specialist Office Visit: \$10 Emergency Room: 25% Urgent Care: \$5 OOP Max: \$1800/\$3600 INN Deductible Combined: \$0/\$0 QHP TDI HMO
<b>Dependents:</b> JANE SAMPLE 0000000001 JIMMY SAMPLE 0000000002	<b>Pharmacy Plan</b> RxBIN: 003858 RxPCN: A4 RxGRP: CHPHCRE Preferred Generic Drug: \$0 Generic Drug: \$0 Brand Drug: \$15 Non Preferred Brand Drug: \$50 Specialty Drug: \$150

Provider Services	Member Services
<b>Submit Medical Claims to:</b> P.O. Box 561123 Dallas, TX 75356 Payor ID: 52106	Member Services 1-844-282-3025 TTY 711 Superior Vision 1-800-879-6901 Delta Dental 1-833-459-1167 Pharmacy for Members 1-844-569-2830 TDD Pharmacy 1-800-759-1089
<b>Submit Dental Claims to:</b> P.O. Box 1809 Alpharetta, GA 30023-1809	<b>Assistance 24/7</b> Nurse Line: 1-844-581-3175
<b>Submit Vision Claims to:</b> 939 Elkridge Landing Rd, Ste 200 Linthicum, MD 21090	

CHRISTUS Health Plan is a licensed HMO in Texas. CHRISTUS Health Plan is also the sole owner of CHRISTUS Health Plan Louisiana, a licensed HMO in Louisiana which operates under the registered trade name of CHRISTUS Health Plan. Please visit [www.christushealthplan.org](http://www.christushealthplan.org) for more information about your plan and to find information on how to locate an in-network provider.

### 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](mailto: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](mailto: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](mailto: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](http://www.deltadentalins.com)  
 Member Services **1-833-459-1167**  
 \*Single Sign-On (SSO) available in Member Portal



### VISION BENEFIT VENDOR

Superior Vision [www.superiorvision.com](http://www.superiorvision.com)  
 Member Services **1-800-879-6901**



### FITNESS VENDOR

(Plus plans ONLY)  
 Active&Fit [www.activeandfit.com](http://www.activeandfit.com)  
 Member Services **877-771-2746** (TTY 711)  
 Monday - Friday, 5 am - 6 pm



### FRAUD, WASTE AND ABUSE

[ChristusHealthPlanSIU@christushealth.org](mailto: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