

## 2025 BROKER QUICK REFERENCE GUIDE - Texas



### CHRISTUS Health Medicare Plus (HMO) / Complete (HMO) / Guardian (HMO)

#### MEMBER SERVICES

Phone: **844-282-3026**

Fax: **210-766-8851**

[Christus.HP.memberservices.inquiry@christushealth.org](mailto:Christus.HP.memberservices.inquiry@christushealth.org)

CHRISTUS Health Medicare Plus (HMO)	
<b>Member</b>	<b>Medical Plan</b>
<b>Subscriber Name:</b> JOHN SAMPLE	PCP Office Visit: \$0 Specialist Office Visit: \$25 Emergency Room: \$100 Urgent Care: \$30
<b>Subscriber ID:</b> SMPL0001	
	<b>Pharmacy Plan</b>
	RxBIN: 003858 RxPCN: MD RxGRP: CHPMDRX CMS: 1189
	
<b>Provider Services</b>	<b>Member Services</b>
<b>Submit Medical Claims to:</b> P.O. Box 868689 Dallas, TX 75386 Payor ID: 10629	<b>Member Service</b> 1-844-282-3026 <b>TTY TX</b> 711 <b>Superior Vision</b> 1-800-879-6901 <b>Delta Dental</b> 1-888-818-7929 <b>Pharmacy for Member</b> 1-844-470-1531 <b>TDD Pharmacy</b> 1-800-759-1089 <b>Amplifon Hearing Care</b> 1-866-687-6756 <b>TTY Amplifon</b> 1-763-268-4264
<b>Submit Dental Claims to:</b> P.O. Box 1809 Alpharetta, GA 30023-1809	<b>Assistance 24/7</b> Nurse Line: 1-844-581-3174
<b>Submit Vision Claims to:</b> 939 Elkridge Landing Rd, Ste 200 Linthicum, MD 21090	
<b>Pharmacy Administrator</b>	
 <a href="http://www.express-scripts.com">www.express-scripts.com</a> Pharmacy administered by Express Scripts Holding Company	
<a href="http://www.christushealthplan.org">www.christushealthplan.org</a>	

#### 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

PC1833

#### CARENET 24-HOUR NURSE LINE

Phone: **844-581-3174**



#### 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: **844-282-3026**

Fax: **210-766-8854**

AEP dates 10/15/2024-12/07/2024

Open Enrollment 01/01/2025 - 03/31/2025

#### 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

#### PHARMACY BENEFIT MANAGER

Express Scripts, Inc. (ESI)

**1-844-470-1531**

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 BENEFIT VENDOR

Silver&Fit

[www.silverandfit.com](http://www.silverandfit.com)

Member Services

**877-427-4788** (TTY 711)

Monday - Friday, 5 am - 6 pm PT



#### HEARING BENEFIT VENDOR

[www.amplifonusa.com/lp/christushealthadvantage](http://www.amplifonusa.com/lp/christushealthadvantage)

Member Services

**866-687-6756**



#### MEAL BENEFIT VENDOR

GA Foods

[www.GAFoods.com](http://www.GAFoods.com)

**866-575-2772**

#### MEDICAL TRANSPORTATION VENDOR

[www.saferidehealth.com](http://www.saferidehealth.com)

**833-944-0536**

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

