

## **2025 BROKER QUICK REFERENCE GUIDE - Texas** CHRISTUS Health Medicare Plus (HMO) / Complete (HMO) / Guardian (HMO)

The Care Management program plans and manages the

those whose needs are acute, episodic, or short term in

Members can be referred for a care management

care of members with complex and/or chronic needs and

evaluation by calling the number above. Members will then

Appeals deadline: 180 days from the date of the last

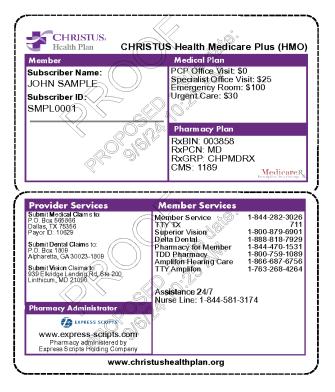
ATTN: Complaint and Appeals

#### MEMBER SERVICES

Phone: 844-282-3026

#### Fax: 210-766-8851

Christus.HP.memberservices.inquirv@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 PC1833

### **CARENET 24-HOUR NURSE LINE**

Phone: 800-446-1730 (ext 2)

There is no cost to the member.

Phone: 844-581-3174

CARE MANAGEMENT

be contacted to enroll.

Phone: 844-282-0380

disposition

AEP dates

COMPLAINTS AND APPEALS

ChristusCAG@christushealth.org

Mail to: CHRISTUS Health Plan

P.O. Box 169009

Irving, TX 75016

Christus.HP.Eligibility@christushealth.org

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

ChristusHealthPlanSIU@christushealth.org

ELIGIBILITY AND ENROLLMENT

Phone: 844-282-3026

FRAUD. WASTE AND ABUSE

FWA HOTLINE: 855-771-8072

ATTN: Special Investigations Unit

Secure Fax: 210-766-8849

**CHRISTUS Health Plan** 

5101 N. O'Connor Blvd.

Irving, TX 75039

nature.



Fax: 866-416-2840

Fax: 210-766-8854

10/15/2024-12/07/2024

#### PHARMACY BENEFIT MANAGER

Express Scripts, Inc. (ESI) Pharmacy Help Desk

1-844-470-1531 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

A DELTA DENTAL

#### VISION BENEFIT VENDOR

Superior Vision	www.superiorvis
Member Services	1-800-87
	74

Superior Vision

#### FITNESS BENEFIT VENDOR

Silver&Fit Member Services

www.silverandfit.com

877-427-4788 (TTY 711)

Monday - Friday, 5 am - 6 pm PT

# Silver&Fit

#### HEARING BENEFIT VENDOR

www.amplifonusa.com/lp/christushealthadvantage	
Member Services	866-687-6756

#### Camplifon Hearing Health Care

MEAL BENEFIT VENDOR	GA Foods
www.GAFoods.com	866-575-2772

#### MEDICAL TRANSPORTATION VENDOR

www.saferidehealth.com 833-944-0536

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

## SafeRide Health

sion.com 79-6901