

# 2022 Quick Reference Guide to CHRISTUS Health Plan Generations, Generations Plus and Guardian HMO - NEW MEXICO

## GENERATIONS, GENERATIONS PLUS AND GUARDIAN HMO

CHRISTUS Health Plan offers affordable, high-quality individual health coverage with Medicare Advantage to New Mexico consumers in the following counties: Rio Arriba, Los Alamos, Santa Fe and San Miguel. Coverage is available to all, regardless of pre-existing conditions.

## PROVIDER INQUIRIES

A representative is available to assist you Monday – Friday, 8 a.m. to 8 p.m. local time.

- Claim inquiries
- Provider education
- Contract clarification
- Provider demographic changes

**Phone:** 1-844-282-3026

**Fax:** 1-210-766-8851

**Pre-Authorizations Fax:** 1-844-357-7562

## PROVIDER WEBSITE

[www.christushealthplan.org](http://www.christushealthplan.org)

- Provider resources
- Provider education
- Locate a provider
- Provider Portal
  - Verify member eligibility
  - Check claim status
  - Download EOPs

*\*Please send a request for portal access via email to*

[CHP.ProviderNetwork@christushealth.org](mailto:CHP.ProviderNetwork@christushealth.org)

## SALES & MARKETING INQUIRIES

A representative is available to assist you Monday – Friday, 8 a.m. to 5 p.m. local time.

**Phone:** 1-833-889-4357

- Broker and prospect inquiries
- Marketing events

**Email:** [TXBrokerSupport@christushealth.org](mailto:TXBrokerSupport@christushealth.org)

## AUTHORIZATION INFORMATION

The list of services are subject to change. Please visit [www.christushealthplan.org](http://www.christushealthplan.org) for the most up-to-date listing.

Please contact us at **1-844-282-3026** for questions related to the Prior Authorization requirements. The list of services is subject to change. When updates occur, providers will be notified as required.

## UTILIZATION MANAGEMENT

**Phone:** 1-844-282-3026

**Fax:** 1-844-357-7562

## FRAUD AND ABUSE

It is your responsibility as a participating provider to report suspected fraud, waste, or abuse to CHRISTUS Health Plan.

FWA HOTLINE: 855-771-8072

CHRISTUS Health Plan  
**ATTN: SIU Coordinator**

919 Hidden Ridge  
Irving, TX 75038

[christushealthplansiu@christushealth.org](mailto:christushealthplansiu@christushealth.org)

## COMPLAINTS AND APPEALS

**Appeals deadline:** 60 days from the date of last disposition of a claim. Please note the reason for the appeal.

**Mail to:**

CHRISTUS Health Plan  
Attention: Complaints and Appeals

P.O. Box 169009  
Irving, Texas 75016

[Christus.Hp.AppealsandGrievances@christushealth.org](mailto:Christus.Hp.AppealsandGrievances@christushealth.org)

**Phone:** 1-844-282-0380

**Fax:** 1-866-416-2840

## NETWORK CONTRACTING

Prospective Providers **ONLY**

[CHP.NetworkDevelopment@ChristusHealth.org](mailto:CHP.NetworkDevelopment@ChristusHealth.org)

## RESOURCES

<https://www.regtap.info/>

[www.cms.gov](http://www.cms.gov)

## CLAIMS SUBMISSIONS

The deadline to file claims is **365** days from the date of service. Check the ID cards for information on where to file. Call Member Services to verify eligibility.

## CLAIMS RESUBMISSIONS

Corrected claims must be submitted within **180** days from date of CHRISTUS Explanation of Payment.

## CLAIMS ADDRESS

CHRISTUS Health Medicare Advantage  
P.O. Box 981651

El Paso, TX 79998-1651

For questions related to claims payment, please contact us at **1-844-282-3026**.

## ELECTRONIC CLAIMS

**Payor ID:** 10629

Clearinghouse: Change Healthcare

## CREDENTIALS VERIFICATION ORGANIZATION

Non Delegated providers and groups

[christus.hp.credentialing@christushealth.org](mailto:christus.hp.credentialing@christushealth.org)

Delegated Providers

[christusdsodelegation@christushealth.org](mailto:christusdsodelegation@christushealth.org)

Facilities and Ancillaries

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

## ELIGIBILITY AND ENROLLMENT

**\*Open Enrollment 10/15-12/7**

**Hours** Monday – Sunday, 8 a.m. to 8 p.m. local time

**Phone:** 1-844-282-3026

**Fax** 1-210- 766-8854

[CHRISTUS.HP.Eligibility@christushealth.org](mailto:CHRISTUS.HP.Eligibility@christushealth.org)

## MEMBER SERVICES

We are available to assist our members Monday – Friday, 8 a.m. to 8 p.m. local time.

- Help finding a doctor or specialist
- Verify member coverage and eligibility

**Phone:** 1-844-282-3026

**Fax:** 1-210-766-8851

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

## BEHAVIORAL HEALTH

- Case management
- Prior authorizations

**Phone:** 1-844-282-3026

For claims, member services, eligibility, and provider contracting questions, contact CHRISTUS Health Plan directly.

## 24 HOUR NURSE LINE

**Phone:** 1-844-581-3174

## PHARMACY BENEFIT MANAGER

Express Scripts, Inc. (ESI)

**Phone:** 1-844-470-1531

**Rx BIN #** 003858

**Rx PCN #** MD

**Rx Group #** CHPMDRX

**CMS #** 1189

**Help Desk** 1-800-922-1557



## DENTAL BENEFIT VENDOR

Delta Dental

**Member Services Phone:** 1-888-818-7929

**Website:** [www.deltadentalins.com/CHPMedicareAdvantage](http://www.deltadentalins.com/CHPMedicareAdvantage)



## VISION BENEFIT VENDOR

Superior Vision

**Member Services Phone:** 1-800-879-6901

**Provider Services Phone:** 1-866-819-4298

**Website:** [www.superiorvision.com](http://www.superiorvision.com)



## MEAL BENEFIT VENDOR

GA Foods

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

