

# US FAMILY HEALTH PLAN – Quick Reference Guide 2022

## **CHRISTUS US Family Health Plan**

CHRISTUS Health US Family Health Plan is a TRICARE Prime® health insurance option, providing coverage for military families, retirees and more in Texas and Louisiana. The Plan is Department of Defense approved.

## **Provider Inquiries**

A representative is available to assist you Monday – Friday, 8:00 a.m. to 5:00 p.m.

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

Phone: 800.678.7347

Fax: 210.766.8851

Pre-Authorizations Fax: 800.277.4926

## **Sales and Marketing Inquiries**

A representative is available to assist you Monday – Friday, 8:00 a.m. to 5:00 p.m.,

Phone: 800.678.7347 (option 1, then option 3)

- Prospect inquiries
- Marketing events

## **Provider Website**

- Check claim status
- Verify member eligibility
- Download EOPs
- Provider portal
- Provider education

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

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

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

## **Credentialing Verification Unit**

Non Delegated providers and groups

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

Delegated Providers

[Christus.dso.delegation@christushealth.org](mailto:Christus.dso.delegation@christushealth.org)

## **Authorization Information**

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

The Prior Authorization List may not include all services that require or do not require prior authorization. Please contact us at 800.678.7347 for questions related to the requirements.

## **Utilization Management**

Phone 800.678.7347

Fax: 800.277.4926

## **Fraud and Abuse**

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

## **Reporting Fraud and Non-Compliance to CHRISTUS**

Please make a report if you suspect non-compliance involving a Provider or Member. Please contact the Special Investigations Unit (SIU) and describe your observations and experiences, so a representative will contact you to gather more details. If preferred, you may remain anonymous and will not be contacted. The options for reporting are:

CHRISTUS Health Plan

ATTN: SIU Coordinator

919 Hidden Ridge

Irving | TX 75038

Secure Fax: 210.766.8849

FWA Hotline: 855.771.8072

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

## **Non-Compliance**

Potential non-compliance can be reported to

[CHPCompliance@CHRISTUSHealth.org](mailto:CHPCompliance@CHRISTUSHealth.org)

CHRISTUS Integrity Hotline: 888.728.8383

## **Network Development**

Prospective providers ONLY- Prospective Provider Form can be found at [christushealthplan.org](http://christushealthplan.org) and sent to:

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

## **Claims Submissions**

Call Member Services to verify eligibility.

The deadline to file claims is 365 days from the date of service.

CHRISTUS Health Plan

USFHP Claims

PO Box 981696

El Paso | TX 79998-1696

For questions related to claims payment, please contact us at 800.678.7347.

## **Claims Resubmissions**

Corrected claims must be submitted within 90 days from the date of CHRISTUS Explanation of Payment.

## **Electronic Claims**

Payor ID: 90551

Clearinghouse: Change Healthcare

To sign up for electronic provider remittance advice (835), contact CHRISTUS Health Plan at

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

## **Member Services**

We are available to assist our members Monday-Friday, 8 a.m. to 5 p.m., local time.

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

Phone: 800.678.7347

Fax: 210.766.8851

## **Complaints and Appeals**

Appeals deadline: 90 days from the date of last disposition of a claim. Please note the reason for the appeal.

Mail to:

CHRISTUS Health Plan

ATTN: Complaints and Appeals

PO Box 169009

Irving | TX 75016

Phone: 844.282.0380

Fax: 866.416.2840

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

## **24-Hour Nurse Line**

Phone: 800.455.9355

## **Behavioral Health**

- Case Management
- Prior authorizations

Phone: 800.678.7347

For claims, Member Services, eligibility and provider contracting questions, contact CHRISTUS Health Plan directly.

## **Family Planning Claims Payment**



Services are provided through Meritain Health, Inc., 888.627.8889

## **Pharmacy Benefit Vendor**

Maxor<sup>+</sup>

Maxor Plus

Phone: 800.687.0707

Bin: 005377

PCN: 10000019

## **Discount Programs**

**amplifon**  
Hearing Health Care

- Amplifon Hearing Health Care

Phone: 866.211.6050

[www.amplifonusa.com/christushealthusfh](http://www.amplifonusa.com/christushealthusfh)

**GroupVision**  
SERVICE

- Group Vision Service Vision Plan

Phone: 866.265.4626

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

**DENTEGRA**

- Dentegra Dental Plan

Phone: 888.282.9194

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

**WholeHealth Living**  
choices<sup>SM</sup>

- Alternative Benefit Program

Phone: 800.274.7526

[www.whlchoices.com/#/](http://www.whlchoices.com/#/)

10-30% discounts on acupuncture, chiropractic services, massage therapy Tai Chi and Yoga

**TrustRide**  
Medical Transportation

- TrustRide

Medical transportation LLC

Phone: 844.886.RIDE (7433)

<https://www.trustride.net/>

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