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Greetings and Welcome

At CHRISTUS Health Plan, we’re always finding new ways to improve our service for our providers. Our enhanced, secure and user-friendly provider portal is available for your convenience 24 hours a day.

Popular features include:
- Single Sign-On (navigate smoothly through multiple screens)
- Personalized Information and Services
- Real-Time Data View and Access
- Authorization Tracking and Claim Status
- Detailed Claim Inquiries
- Payment History and Check Information
- Member Inquiries – Membership Rosters, Eligibility, PCP and Benefit Information
Getting Started

Registering as a New User

For Office Users, enter your Office Number and Access Code. For Vendor Users, enter your Vendor Number and Access Code.

Users will have Access Codes and Office | Vendor Numbers distributed by your Provider Relations Representative.

1. Visit ChristusHealthPlan.org. In the upper right hand corner, click Sign In.

2. Click Providers Login.

3. Select the plan for which you are a provider.
Provider Login Screen

Log in to your CHRISTUS Health Plan | US family Health Plan provider portal as a provider and you will find helpful information and resources with this secure section of our website.

Providers can review their claims or previously submitted authorizations, validate member eligibility, and look up prior authorizations.

To create a new profile, select “Click here to create a new user”. 
Create New User

1. Select user type (Office or Vendor) and click Select.
   
   A Vendor User has only one primary role, to set up Office Role Users. The Vendor User is responsible for maintaining the accounts of authorized users within their office.
   
   An Office User is assigned by the Vendor User. If necessary, the primary Office User is allowed to add authorized users within their office who can then utilize the secure website.

2. All required fields must be completed.

3. Click on Create Account.

Note: Upon the user’s first login with their new accounts, the system will require the password to be changed.
Process Workflow for Vendor Role to Add New Users

Vendor Role Office Manager

Create Account

Select User Type: Vendor

Enter:
- Vendor Number
- Access Code
- Tax ID Number
- First, Last Names (User)
- Account User Name
- Create Password

Confirm Password: Enter Email Address

Create Account

Office Role Administrator

Create Office Role User

Select User Type: Office

Enter:
- Office Number
- Access Code
- Office Phone Number
- First, Last Names (User)
- Account User Name
- Create Password

Confirm Password: Enter Email Address

Create Account
Section 1

Vendor Screens
Vendor Role

A vendor has only one primary role: to set up Office Role Users. The Vendor User is responsible for maintaining the accounts of authorized users within their office.

Adding Additional Users
- Create User Name
- Create Password (Note: Passwords must contain: capital letter, special character, number, at least 6 characters)
- Confirm Password
- First Name
- Last Name
- Email Address

NOTE: Disable function available by changing status.
The claims status inquiry enables you to search, view and print an Explanation of Benefits (EOB) report of your claims.

- Select the **Claim Status Search** option (All, Paid, Denied, etc.) from the **Vendor Claims** tab.
- Enter the claims information to perform the search. Search criteria data fields include member information and claims information, including the service date range.

---

**Submit a Claim**

Feature coming soon!
My Checks

My Checks enables you to search, view and print a Remittance Advice summary report of paid claims. The initial default display will be those RAs specific to the users associated with the Vendor ID. Search by Date or Check Number Search Criteria (Check Type: Claim; From: Date of Service From – To).

**TIP:** The Remittance Advice search window will redisplay with those Remittance Advice results meeting the criteria. Click on an individual check number.

Remittance Advice Detail Screen

The Remittance Advice Detail Screen displays the RA total payment amount and associated claim detail information.
My Providers and Offices

All offices associated with the Vendor | TIN are viewable as a Vendor User from this screen.

Check Eligibility

The eligibility screen allows you to search, view and print member-specific health plan eligibility and enrollment information.

- Any combination of Member ID # | Policy # | Date of Birth
- Enter Last Name, First Name
- Search
Check Multiple Eligibilities

The **multiple eligibilities search** provides the option to search multiple members at one time in addition to PCP assignment.

If additional rows are needed, click the **Add Search Row(s)** button.

After entering the search criteria, click the **Search** button.

<table>
<thead>
<tr>
<th>Remove</th>
<th>Line</th>
<th>Member Number</th>
<th>Member Policy Number</th>
<th>Member SSN</th>
<th>Member Last Name</th>
<th>Member First Name</th>
<th>Member Date of Birth</th>
<th>Date of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove</td>
<td>1</td>
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<tr>
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</tr>
<tr>
<td>Remove</td>
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</tr>
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<td>Remove</td>
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<tr>
<td>Remove</td>
<td>10</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Note: N/A.*
My Members

The **My Members** tab provides each office with a patient roster. This tab is only viewable when logged in as an Office User.
My Profile

The My Profile tab allows you to verify demographic information and office details.

NOTE: Contact your Provider Relations Representative to update your office demographics.
Other Providers

Locate a provider for your patients for referral within the CHRISTUS Health Plan network.

<table>
<thead>
<tr>
<th>Vendor’s Claims</th>
<th>Vendor’s Referrals</th>
<th>Other Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit a Claim</td>
<td>Submit a Referral</td>
<td>Talk to Us</td>
</tr>
<tr>
<td>My Checks</td>
<td>Check Eligibility</td>
<td>Attachments</td>
</tr>
<tr>
<td>My Providers &amp; Offices</td>
<td>Check Multiple Eligibilities</td>
<td>Manage Users</td>
</tr>
<tr>
<td>My Profile</td>
<td>My Preferences</td>
<td></td>
</tr>
<tr>
<td>My Preferences</td>
<td>My Members</td>
<td></td>
</tr>
</tbody>
</table>

### Find a Provider

1. Where do you want to find a provider?
   - **Country:** United States
   - **City, State or County:** <Any> County...
   - **Zip:** <Any>
   - **within:** Select a distance...

2. Which network are you interested in?
   - **Network:** <Any>

3. What type of provider are you looking for?
   - **Provider Type:** <Any>
   - **Sub-type:** <Any>
   - **Specialty:** <Any>
   - **Panel Status:** <Any>

4. Would you like to refine your search for provider? Yes No
   - **Last Name:** (If you know the provider’s last name)
   - **Gender:** Male Female Any
   - **Language spoken:** <Any>

[Search]
Section 2

Office Screens
Primary Office Role

A provider’s office is assigned by the Vendor User. If necessary, the Primary Office User is allowed to add authorized users within their office who can then utilize the secure website.

Adding Authorized Users

• Create User Name
• Create Password (Note: Passwords must contain: capital letter, special character, number, at least 6 characters)
• Confirm Password
• First Name
• Last Name
• Email Address
Office User Role(s)

- Primary User's role: manage Office User access
- Office User's role: view access only
Claim Status Search

The claim status inquiry enables you to search and view claims.

- Select the Claim Status Search option from the Office Claims tab.
- Enter the claims information to perform the search. Search criteria data fields include member information and claims information, including the service date range.
- Search by Member Number.

Submit a Claim

Feature coming soon!
Office’s Authorizations

The Office Authorizations status inquiry enables you to search for an authorization status. Enter the authorization information to perform the search. The Member ID # is required as the minimum search data set.

**Search criteria** data fields include:
- Member Last Name
- Submission Date Ranges

After entering the search criteria, click the **Search** button.
# Submit Authorization Screen

1. **Select a Patient** choosing from 3 options below:
   - Member #
   - Last Name
   - First Name
   - Member’s Date of Birth

2. **Select Diagnosis Codes**
   - Select Qualifier
   - Type Code in Code Box
   - Repeat Process until Complete

3. **General Information Section**
   - Select Class (HIPAA)
   - Select Type (Initial)
   - Select Requested Effective Date
   - Select Requested Expiration Date
   - Description (Specific Details)

4. **Select Facility**
   - Provider Last Name or Facility Name
   - Zip Code
   - Distance
   - Provider Type
   - Subtype
   - Specialty
   - Click Find
   - Enter the Procedure Codes and Units (Facility)
My Checks

My Checks enables you to search, view and print a Remittance Advice summary report of paid claims. The initial default display will be those RAs specific to the users associated with the Vendor ID.

**Search by Date or Check Number Search Criteria** (Check Type: Claim; From: Date of Service From–To).

---

Check Eligibility

The eligibility screen allows you to search, view and print member-specific health plan eligibility and enrollment information.

- Any combination of Member # | Policy # | Date of Birth
- Enter the Last Name, First Name
- Search
Check Multiple Eligibilities

The multiple eligibilities search provides the option to search multiple members at one time in addition to PCP assignment.

If additional rows are needed, click the Add Search Row(s) button.

After entering the search criteria, click the Search button.
My Members
Access Membership Rosters assigned to your office.

My Providers
Access providers located in your office.
My Profile

Verify demographic information and office details.

**Note:** Contact your provider relations representative to update your office demographics.

![Image of My Profile screen]

My Preferences

This screen is used to customize user view.

- Historical Check History
- Number of Claims per Page
- Member or Policy # Search
- Select Individuals Provider or Multiple View

![Image of My Preferences screen]
Other Providers

Locate a provider for your patients in order to refer within the CHRISTUS Health Plan Network.

Find a Provider

1. Where do you want to find a provider?
   - Country: United States
   - City, State or County: 
   - Or Zip: 
   - within: Select a distance

2. Which network are you interested in?
   - Network: <Any>

3. What type of provider are you looking for?
   - Provider Type: <Any>
   - Sub-type: 
   - Specialty: 
   - Panel Status: <Any>
   - Selected Specialty:

4. Would you like to refine your search for provider? Yes No
   - Last Name: If you know the provider’s last name
   - Gender: Male Female Any
   - Language spoken: <Any>

[Search button]
To Request Your Password

If you are not able to log in to the system because you have forgotten your password:
• At the login window, click the **Forgot Password?** link
• Select Type of User (Vendor or Office)
• Enter **Office** or **Vendor Number**
• Enter Access Code
• Enter Phone Number (Office User)
• Tax ID (Only Vendor User)
• Enter User Name
• On the confirmation screen, enter new password, confirm password
• Click Reset Password
For additional assistance, please contact your Provider Relations Representative.

Provider Relations Rep. Name: ___________________________________________

Phone Number: ________________________________________________________