**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 939 Hidden Ridge Irving | TX 75038
- Secure Fax: 210.766.8849
- FWA Hotline: 855.771.8072
- chrpHealthplansIU@christushealth.org

**Non-Compliance**
Potential non-compliance can be reported to CHPCompliance@CHRISTUSHealth.org

**Complaints and Appeals**
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
- Provider contracting questions, contact CHRISTUS Health Plan directly.

**Behavioral Health**
- Case Management
- Prior authorizations
Phone: 800.678.7347
For claims, Member Services, eligibility and provider contracting questions, contact CHRISTUS Health Plan directly.

**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

**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.

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**Complaints and Appeals**
Appeals deadline: 90 days from the date of CHRISTUS
Reason for the appeal.

**Access2Care**
Non-emergency medical transportation
Phone: 855.242.0347

**Discount Programs**
- Amplifon Hearing Health Care
  Phone: 866.211.6050
- Dentegra Dental Plan
  Phone: 888.282.9194
  www.dentegra.com
- Alternative Benefit Program
  Phone: 800.274.7526
  www.whlchoices.com

**Pharmacy Benefit Vendor**
Maxor Plus
Phone: 800.678.0707
Bin: 005377
PCN: 10000039

**Provider Website**
- Check claim status
- Verify member eligibility
- Download EOPs
- Provider portal
- Provider education
  - chrpProviderNetwork@christushealth.org

**Access2Care**
Non-emergency medical transportation
Phone: 855.242.0347

**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: 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.
- Prospect inquiries
- Marketing events

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**Family Planning Claims Payment**
Services are provided through Meritain Health, Inc., 888.622.8889

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