

US Family Health Plan - Quick Reference Guide 2023

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

*Please send a request for portal access via email to

CHP.ProviderNetwork@christushealth.org

Credentialing Verification Unit

Non Delegated providers and groups

christus.hp.credentialing@christushealth.org

Delegated Providers

Christus.dso.delegation@christushealth.org

Authorization Information

The list of services are subject to change. Please visit 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: Nicolle Mustafa

919 Hidden Ridge

Irving | TX 75038

Secure Fax: 210.766.8849

FWA Hotline: 855.771.8072

christushealthplansiu@christushealth.org

Non-Compliance

Potential non-compliance can be reported to

CHPCompliance@CHRISTUSHealth.org

CHRISTUS Integrity Hotline: 888.728.8383

Network Development

Prospective providers ONLY- Prospective Provider Form can be found at christushealthplan.org and sent to:

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

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

24-Hour Nurse Line

Phone: 800.455.9355

Behavioral Health

- Case Management
- Prior authorizations

Phone: 1.800.446.1730

(Option 2)

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 Plus

Phone: 800.687.0707

Bin: 005377

PCN: 10000019

Discount Programs



- Amplifon Hearing Health Care

Phone: 866.211.6050

www.amplifonusa.com/christushealthusfh



- Group Vision Service Vision Plan

Phone: 866.265.4626

www.gvsmd.com



- Dentegra Dental Plan

Phone: 888.282.9194

www.dentegra.com



- Alternative Benefit Program

Phone: 800.274.7526

www.whlchoices.com/#/

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



- TrustRide

Medical transportation LLC

Phone: 844.886.RIDE (7433)

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