

Case Management for Children and Pregnant Women Benefit Prior Authorization/Referral Process

To request authorization for Case Management for Children and Pregnant Women (CPW) services, CPW providers may do one of the following:

- Fax Prior Authorization Request Form to DHP at 1-866-704-9824.
- Call Driscoll Health Plan (DHP) Case and Disease Management toll free at 1-877-222-2759 from 8am to 5pm Central Standard Time, Monday through Friday.

CPW Needs Evaluation

- DHP will contact Member/Legally Authorized Representative (LAR) and complete a CPW Needs Evaluation.
- DHP will send notification to CPW Provider if unable to contact Member/LAR.
- DHP determines CPW need and will provide authorization for CPW services.
- DHP will notify CPW Provider if no CPW need was identified.

Requesting Additional CPW Visits

- Fax Prior Authorization Request for Additional Visits Form to DHP at 1-866-704-9824.
- Provide following documentation with request additional visits form:
 - Progress notes
 - Member Service Plan
 - Family Needs Assessment
 - Any other documentation supporting need for additional visits.
- DHP determines CPW need and will provide authorization for additional CPW services.
- DHP will notify CPW Provider if no CPW need was identified.

Telemedicine and Telehealth Services

- Synchronous audiovisual visits are allowed for Comprehensive visit
 - Comprehensive visits **MAY NOT** be completed or billed using synchronous telephone (audio only) technology.
- Synchronous audiovisual visits are permitted for follow up visits.
- **Audio only visits** are **ONLY** permitted for follow up visits.

For further Telemedicine and Telehealth Service guidance, please refer to the TMPPM.