



Driscoll Health Plan

News and Updates



Date:

Jan-21
2026

Contact Information

For questions or additional assistance, contact:

Provider Relations
956-632-8308

To enter authorization requests and upload clinical via the Provider Portal, visit driscollhealthplan.com/providers

To verify authorization requirements via the Authorization Requirement Portal, visit driscollhealthplan.com/priorauthcheck

To submit authorization requests or clinical to the UM Dept. via fax, send to 1-866-741-5650

Attention: Authorization Requests for Newborns

NICU or Infant Continued Admissions after Maternal Discharge

- No admission notification or prior authorization is required for:
 - Newborn Nursery admissions
 - NICU Level II admissions
 - *Unless the newborn's length of stay exceeds 5 days.*
- Admission notification is required within one (1) business day of admission for:
 - NICU Level III
 - NICU Level IV
 - *This requirement applies regardless of the length of stay.*

Authorization Requests for Newborns Without a Medicaid ID

When submitting an authorization request for a newborn who does not yet have an individual Medicaid ID and is being submitted under the mother's Medicaid ID, providers must include the following additional identifying information to allow creation of a newborn profile in the medical management system.

Required Newborn Identifying Information

- Newborn's full name
- Date of birth
- Gender
- Demographic face sheet (required attachment).

Essential Information Required with All Authorization Requests

- Member name
- Member or Medicaid number
- Member date of birth
- Requesting provider name
- Requesting provider National Provider Identifier (NPI)
- Procedure codes requested
- Service start and end dates
- Quantity requested

* To access the DHP provider portal , visit driscollhealthplan.com