



# Driscoll Health Plan

## News and Updates



Date:

**June-13**  
**2025**

### 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](https://driscollhealthplan.com/providers)

To verify authorization requirements via the Authorization Requirement Portal, visit [driscollhealthplan.com/priorauthcheck](https://driscollhealthplan.com/priorauthcheck)

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

### Attention: Important Compliance Reminder

#### Authorized Incontinence Supply Quantities Must Be Dispensed in Full

**Driscoll Health Plan (DHP)** reviews all incontinence supply requests to determine medical necessity. The approved quantity is tailored to each member's specific medical needs. As a participating provider, you are contractually and legally obligated to dispense the exact quantity authorized.

#### **Action Required:**

Providers must dispense the full, medically necessary quantity of incontinence supplies as authorized.

#### **Refusing to open packaging or altering the approved quantity will be considered non-compliance. Noncompliance May Result In:**

- Corrective Action Plans and/or monetary penalties
- Payment recoupment by DHP or Texas Medicaid
- Termination of your Medicaid contract or provider enrollment
- Referral to the HHSC Office of Inspector General (OIG) and Texas Attorney General – Medicaid Fraud Control Unit (MFCU) for investigation of potential fraud, waste, or abuse

#### **Applicable Texas Administrative Code (TAC) provisions:**

- §354.1131 – Provider Responsibilities  
Providers must ensure delivery of all medically necessary and authorized services and items to Medicaid recipients.
- §354.1450 – DME and Medical Supplies  
Providers must furnish the full quantity of authorized DME and supplies. Dispensing less than the authorized amount is considered non-compliance.

For questions or clarification regarding supply quantities or authorization requirements, please contact DHP Provider Relations

\* To access the DHP provider portal, visit [driscollhealthplan.com](https://driscollhealthplan.com)