Driscoll Health Plan
News and Updates

Date:

Sept-03
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

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: Lost or Irreparably Damaged DMEPOS During Central Texas Flooding (July 2025)

DHP will cover the replacement of durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) that may have been lost, destroyed, or damaged as a result of flooding in Central Texas in July 2025.

Providers must include in the PA request that:
1) the need is a result of the 2025 Central Texas flooding and
2) a narrative description explaining why the equipment must be replaced.

Providers must keep documentation that indicates whether the DMEPOS were lost, destroyed, irreparably damaged, or otherwise rendered unusable as a result of this disaster.

The DMEPOS replacement may still be subject to retrospective review for medical necessity.

This guidance now applies to all Texas Medicaid clients impacted by the 2025 Texas flooding regardless of whether the clients are permanent residents of a declared disaster county.

This guidance is effective from July 2, 2025, through Sept. 29, 2025.

Reference:
Policy or Operational Documents:
Texas Medicaid Provider Procedures Manual, Durable Medical Equipment, Medical Supplies, and Nutritional Products Handbook, Section 2.2.2.2 Prior Authorization.

Other:
07/16/25 MCO Notice, "Lost or Irreparably Damaged DMEPOS During Central Texas Flooding (July 2025)"

08/11/2025 MCO Notice, "2025 Texas Flooding: Appeal and Continuation of Benefit Request Extensions"

08/11/2025 MCO Notice, "Prior Authorizations Extended Due to 2025 Texas Flooding"

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