



Date:



Contact Information

For questions or additional assistance, please contact:

Provider Relations
956-632-8308

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

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

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

Attention:

Admission Notification Time Frame Requirement Changes due to end of PHE

Due to the end of the public health emergency effective 5/11/23, COVID flexibilities which allowed for extensions of admission notification and clinical submissions will no longer be in effect.

The required time frames are as follows: Admission and observation notification is due by close of business on the next business day.

Clinical documentation submission is due by close of business on the 2nd business day from the date of admission.

The following extensions will no longer be in effect as of 5/11/23:

Admission notification by close of business on the 3rd business day following admission. Clinical submission by close of business on the 5th business day after admission.

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