



Driscoll Health Plan

News and Updates



Date:

Aug-11
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: AUpcoming Changes to Our Appointment Availability Standards Effective September 1, 2026

Effective September 1, 2026, several changes will be made to our appointment availability requirements for various provider services. These changes include:

- **Routine Primary Care** must be provided within **15** business days. (previously 14 business days)
- **Preventive Health Services** for Members 6 months through age 20 must be provided within **15** business Days. (previously 60 days)
- **Preventive Health Services** for new members aged 20 and younger must be provided with **15** business days. (previously 90 days)
- **Prenatal Care** must be provided within **15** business days (previously 14 days) for initial appointments except for high-risk pregnancies or new Members in the third trimester, for whom an initial appointment must be offered within five (5) business days, or immediately if an emergency exists. Appointments for ongoing care must be available in accordance with the treatment plan as developed by the provider.
- **Initial Outpatient Behavioral Health Visits** must be provided within **10** business days. (previously 14 business days)

The following language is being removed and will no longer apply:

- Preventive health services, including annual adult well checks for Members 21 years of age or older must be offered within ninety (90) days.

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