



Driscoll Health Plan

News and Updates



Date:

Jan-23
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 ALL PROVIDERS and OFFICE MANAGERS

Driscoll Health Plan (DHP) requests your cooperation with the upcoming Healthcare Effectiveness Data and Information Set (HEDIS®) audit.

Starting the week of January 26, 2026, DHP will fax your office a list of charts requested for review.

Please submit your records within five to seven (5-7) business days of receiving our request. Records can be submitted by:

- Fax to 361-808-2723
- Secure email to: DHP_HEDIS@dchstx.org
- DHP Provider Portal: <https://www.dhpproviderportal.com>
- Flash drives and prepaid shipping labels are available upon request.

As part of your contract, chart copies must be provided at no cost to DHP as the request relates to a quality review.

DHP maintains complete confidentiality of records received and our policies and procedures for confidentiality comply with federal, state, and local laws, rules and regulations, including HIPAA and HITECH.

Providers using any off-site medical records storage vendor have a contractual obligation to promptly deliver the requested records to DHP. DHP will not contact these vendors on your behalf.

If you have questions about the HEDIS® chart submission process, please contact Aracely Fierro at 361-225-7248, Kimberly Cordero Castillo at 361-694-6116, or your Provider Relations Representative.

Sincerely,
Dr. Karl Serrao
Chief Medical Officer
Driscoll Health Plan

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