



Driscoll Health Plan

News and Updates



Date:

Feb-22

2024

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: Change Healthcare/Optum Update

Driscoll Health Plan (DHP) is contracted with Change Healthcare/Optum for clearinghouse services. Change/Optum has notified DHP that they are experiencing a cybersecurity event and have shut down all of their systems to protect member information. Note that Driscoll Health Plan has not experienced any impact to the security of our systems.

This issue is impacting the ability for providers to submit an electronic claim and the ability for Driscoll to receive electronically submitted claims. While we work through these issues, we are able to accept paper claims or claims submitted through the TMHP portal.

Driscoll is also not able to complete 270 or 271 (electronic eligibility checks) transactions. Our Call Center is available to answer eligibility questions or you may use our provider portal to check electronically. You also have the ability to check eligibility through our Eligibility IVR by calling the DHP Provider line at 877-324-3627.

If Change continues to be unavailable, we will not be able to distribute the 835 files (electronic EOP) for today's payment run. You will be able to access the PDF version of the EOP through our provider portal.

Finally, please be aware that various pharmacies may be having issues filling prescriptions if they also use Change as their clearinghouse. Please direct calls to 877-324-7543 for members or providers may call 877-324-3627 and our pharmacy concierge team will help them to navigate to a pharmacy that is able to fill their prescription.

We are in constant communication with Change Healthcare regarding the status of their issues. We will continue communications as we receive them.

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