



Date:

Feb-23

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

As communicated yesterday, 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. We recognize this is causing significant impact to our provider community and wanted to further educate on alternative ways to submit claims.

DHP can accept and pay paper claims. Please note that the forms must be the standard CMS-1500 (professional) and CMS-1450 (UB04 institutional) claim forms that are printed in "red". DHP cannot accept handwritten claims. Mail the paper claim forms to:

Driscoll Health Plan
Attention: Claims Department
P.O. Box 3668
Corpus Christi, TX 78463-3668

Providers are also able to submit claims to DHP using the free, web-based claims submission tool provided by TMHP. You will need a TMHP user account in order to submit a claim. If you don't already have an active account, please use this link: http://www.tmhp.com/Pages/Medicaid/medicaid_i_would_like.asp

Refer to the TMHP Portal Security Provider Training manual at http://www.tmhp.com/TMHP_File_Library/Provider_Manuals/TMHP_Portal_Security/TMHP_PortalSecurityManual.pdf for further instructions on submitting the claim.

Please call our Provider line at 877-324-3627 if you have any questions. DHP will continue to provide updates regarding the status of the Change Clearinghouse services.

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