



Driscoll Health Plan

News and Updates



Date:

Feb-27

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 continues to work to recover from their cybersecurity event and systems remain unavailable. Note that Driscoll Health Plan has not experienced any impact to the security of our systems.

As previously communicated, DHP encourages providers to submit paper claims or use the TMHP provider portal to submit claims if you are able. DHP also recognizes that some providers may not be able to utilize these alternative solutions. Please note that DHP will be extending the timely filing deadline to align with the date that Change services are restored. Once services are restored, DHP will provide the specific date extension so that providers are not penalized for this downtime.

DHP does not contract with Change Healthcare for payment services. We are able to process and pay claims received on paper or via the TMHP portal.

Reminder: Providers are prohibited from billing or collecting any amount from Medicaid Members for health care services.

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