



Driscoll Health Plan

News and Updates



Date:

Mar-6

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

DHP continues to experience issues receiving electronic claims through our clearinghouse Change Healthcare/Optum due to their cybersecurity event. Note that DHP has not experienced any impact to the security of our systems.

DHP has signed an agreement with Availity to provide an alternative clearinghouse solution for us to receive your electronic claims. Note that DHP will be extending the timely filing deadline to help accommodate for this downtime in systems.

Please note that even if you use Availity as your provider claims clearinghouse, DHP will NOT be able to receive any claims submitted until we are functional with Availity. Claims submitted until we are "live" will still be rejected back to you by the Clearinghouse. We will send out ongoing communications to let you know of any status changes.

While this solution is being implemented, as a reminder, DHP can accept and pay paper claims. Note that 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 claim submission tool provided by TMHP. Refer to the TMHP Portal Security Provider Training manual at <https://www.tmhp.com/sites/default/files/file-library/edi/Portal-Security-Manual.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