Driscoll Health Plan
News and Updates

Date:

Mar-8
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: EDI Claims Transactions Now Available through Availity

Driscoll Health Plan (DHP) has partnered with Availity® to receive electronic data interchange (EDI) health information exchange services for submitted claims. We can now receive both 837I and 837P claims submitted electronically.

What does this mean for you?

Through most clearinghouses, you can submit your 837I and 837P claim submissions to DHP immediately using the payer ID 74284.

If you need assistance in submitting claims, Availity has created a site (https://www.availity.com/availity-lifeline-self-serve-resources) to assist health plans and providers. This microsite provides registration help and resources to self-serve on transactions.

Note that DHP will be extending the timely filing deadline to help accommodate for this downtime in systems.

As a reminder, DHP can still accept and pay paper claims and the TMHP Portal. Note that if submitting paper, 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

Please call our Provider Line at 877-324-3627 if you have any questions.

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