



Driscoll Health Plan

News and Updates



Date:

Aug-25
2025

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: Texas Flood Allowances for Appeals and Authorizations

Member Appeals and Continuation of Benefits for Adverse Benefit Determination Appeals

In response to the 2025 Texas flooding, Driscoll Health Plan (DHP) has extended the time that impacted members, legally authorized representatives, or authorized representatives have to request an **internal appeal** from 60 days to 90 days.

In addition, DHP has extended the time an impacted member has to request **continuation of benefits for adverse benefit determination appeals** from 10 days to 30 days.

This applies to DHP CHIP, STAR and STAR Kids members impacted by the 2025 Texas flooding. Members must include in the appeal and continuation of benefits request both the need for an extension and that the need for the extension is a result of the 2025 Texas flooding. **These changes retroactively apply to appeal requests received July 2, 2025 through September 29, 2025.**

Prior Authorizations for Services requiring Recertification

Also, in response to the 2025 Texas flooding, DHP will provide an extension up to 90 days on existing prior authorizations that require recertification when the prior authorization is not set to expire between July 2, 2025 through September 29, 2025. The 90-day extension applies to Medicaid covered services requiring recertification, including, but not limited to acute care and long-term services and supports such as personal care services, private duty nursing, and physical, occupational, and speech therapies. The prior authorization will contain the same proportional amount and frequency as was authorized in the original authorization.

Requests for new prior authorizations will not be subject to the 90-day extension. In addition, this extension does not apply to current authorizations for one-time services, pharmacy prior authorizations, or nursing facility services.

The 90-day extension will only be provided upon request. Providers and members must include in the prior authorization extension request that the need for the extension is a result of the 2025 Texas flooding.

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