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Case Management for Children and Pregnant Women Benefit

Prior Authorization/Referral Process

**To request authorization for Case Management for Children and Pregnant Women (CPW) services, CPW providers may do one of the following:**

* Fax Prior Authorization Request Form to DHP at 1-866-704-9824.
* Call Driscoll Health Plan (DHP) Case and Disease Management toll free at 1-877-222-2759 from 8am to 5pm Central Standard Time, Monday through Friday.

**Requesting additional CPW visits:**

* Fax Prior Authorization Request for Additional Visits Form to DHP at 1-866-704-9824
* Provide following documentation with request additional visits form:
  + Progress notes
  + Member Service Plan
  + Any other documentation supporting need for additional visits.
* DHP determines CPW need and will provide authorization for additional CPW services.
* DHP will notify CPW Provider if no additional CPW need was identified.

**Telemedicine and Telehealth Services**

* Synchronous audiovisual visits are allowed for comprehensive visit
  + Comprehensive visit **MAY NOT** be completed or billed using synchronous telephone (audio only) technology.
* Synchronous audiovisual visits are permitted for follow up visits.

**For further Telemedicine and Telehealth Service guidance, please refer to the TMPPM.**