



Driscoll Health Plan

News and Updates



Date:

Sept-14
2026

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: IMPORTANT PROVIDER NOTICE

CHIP Member Copayment Refund Requirement

In accordance with **UMCC Section 8.1.23.2**, Driscoll Health Plan (DHP) is providing this notice to clarify provider responsibilities related to CHIP member copayments when a previously paid claim is subsequently recouped.

If DHP recovers payment from a provider for a service already provided to a CHIP member, the member and their family shall not be responsible for any portion of the payment associated with that service. Therefore, if a copayment was collected from the CHIP member or the member's family at the time of service, the provider must return that copayment promptly following the applicable recoupment.

Providers are responsible for maintaining processes that allow them to identify affected CHIP member copayments, issue refunds in a timely manner, and retain documentation supporting the refund.

Providers should be aware that keeping a copayment after the corresponding claim payment has been recouped does not meet the requirements outlined in the UMCC.

Provider Attestation

As part of this process, providers will be contractually required to complete an online attestation **annually** confirming compliance with the applicable refund requirements. The attestation must be completed and submitted within **30 calendar days of receipt**.

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