



Driscoll Health Plan

News and Updates



Date:

May-15

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

Driscoll Health Plan – STAR Nueces and STAR Hidalgo Payment Consolidation

Driscoll Health Plan currently pays claims for STAR Nueces and STAR Hidalgo members separately due to how they align with our bank. Providers that see members from both service areas currently receive payments and remittance advice (EOP) for each service area.

Beginning June 1, 2026, instead of receiving a separate EOP and payment for STAR Hidalgo and STAR Nueces, you will receive a combined EOP and one payment for all STAR business. This update is intended to simplify the payment process, improve efficiency, and provide a more streamlined reconciliation experience. Providers should continue billing as usual. Please review your remittance advice carefully to ensure accurate posting of the combined payments as this update may impact how payments and/or recoupments are reflected on your EOP.

Please be assured that this change is administrative in nature and is not expected to disrupt your payment schedule. Our team is working to ensure a smooth transition and maintain accuracy throughout the process.

If you have any questions or need assistance understanding how this may affect your account, please do not hesitate to reach out to our Provider Relations team.

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