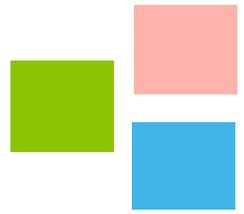




Driscoll Health Plan

News and Updates



Date:

Mar-03

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: EPIC system update impacting authorizations

New Service-Level Authorizations Starting March 3, 2026

Driscoll Health Plan (DHP) is updating the way referrals and authorization request are processed, and the way they are displayed.

Currently, authorizations receive one overall decision with a single status and status reason for the entire request. New Service-level authorizations (SLAs) enable the tracking of authorization decisions, approved units, and visit frequencies at the individual service line level within a single authorization. Each service line will have:

- Its own decision (authorized, partially authorized, denied, etc.)
- Approved units or visits
- Defined frequency or duration

Providers will continue to receive a referral number when their request is created. Once the referral is submitted, an authorization number will then be generated within the referral. Providers will need to make sure they reference the new authorization number for any follow-up

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