



SafeRide **Health**

Driscoll Health Plan members have the option to reserve, modify, or cancel rides through the SafeRide Health member portal. To employ this service, members can seamlessly utilize either the provided hyperlink below or reach out to SafeRide Health via telephone at 1-833-694-5881.

Click **HERE** to get started

Value-Added Services (VAS)

As of September 1, 2023, Driscoll Health Plan (DHP) introduced *new* VAS, exclusive to DHP members. To view the details of these extra benefits, please click below on the program link for more information.

STAR

STAR Kids

CHIP

Restrictions and limitations may apply. These extra services are available through August 31, 2024.

URGENT vs ROUTINE Prior Authorizations

URGENT requests should be reserved for situations where the **ROUTINE** processing time **could significantly** endanger the life, health, or optimal recovery of a member, or if severe pain cannot be adequately managed without immediate intervention. **URGENT** requests will be addressed promptly within 24 hours, with exceptions based on certification periods. Within this time frame, there is no room for the solicitation of extra information or clarification that may support medical necessity and approval.

Please make an effort to **minimize** the use of **URGENT** requests for same and next-day visits or procedures. These requests should be submitted at the time of the Provider's order.

Encourage your office staff to submit Prior Authorizations **as early as possible**. These can be designated as **ROUTINE**. If additional information is needed, this will give our Medical Directors the necessary time to request it before making a decision. The processing time for **ROUTINE** Prior Authorizations is three business days. **CHIP** processing time is two business days.

Perinatal Psychiatry Access Network, PeriPAN

The Texas Child Mental Health Care Consortium has launched PeriPAN, the Perinatal Psychiatry Access Network, statewide to provide vital support for healthcare professionals attending to pregnant and postpartum patients in Texas.

According to the Texas Maternal Mortality and Morbidity Review Committee and Texas Department of State Health Services, mental health conditions and substance use disorders are the leading cause of maternal mortality during pregnancy and the first year after childbirth.

PeriPAN is specifically designed to aid healthcare professionals who work with:

- Obstetricians
- Family practice clinicians
- Primary care physicians
- Pediatricians
- Midwives
- Psychiatrists
- Nurse practitioners/Physician assistants

PeriPAN is an extension to the successful framework of CPAN. It is available through 12 medical school hubs in the state. PeriPAN offers no-cost maternal mental health consultations, vetted referral lists, and free education to health care professionals serving new mothers.

To learn more about PeriPAN, click **here**.



www.driscollhealthplan.com

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