**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 8 am to 5 pm 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 the following documentation with the request for additional visits form:
  + Progress notes
  + Member Service Plan
  + Any other documentation supporting the need for additional visits
* DHP determines CPW needs and will provide authorization for additional CPW services.
* DHP will notify CPW Provider if no additional CPW need is identified.

**Telemedicine and Telehealth Services:**

* Synchronous audiovisual visits are allowed for comprehensive visits.
  + 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.**