



Frequently Asked Questions

1. What is an External Medical Review (EMR)?

- a. An EMR is an optional step, the Member can take to get the case reviewed before the State Fair Hearing (SFH).

2. Can a Member ask for an EMR?

- a. Yes. The Member has the right to ask for an EMR. Request requirements: must be a Driscoll Health Plan (DHP) Member or Member's representative that disagrees with DHP's internal appeal decision.

3. Is there a request timeframe?

- a. Within 120 days of the date the health plan mails the letter with the internal appeal decision.
 - i. If not requested within 120 days, the Member may lose his/her right to an EMR.

4. Will there be a continuation of services for my patient while waiting for EMR results?

- a. **Continued:** if an EMR is requested within 10 days of Member receiving the DHP appeal decision. The Member has the right to keep getting any service DHP denied until the final SFH.
- b. **Discontinued:** if an EMR is not requested within 10 days of Member receiving the DHP appeal decision. The service DHP denied will be stopped.

5. How can my patient request an EMR?

- a. Fill out the 'State Fair Hearing and External Medical Review Request Form'
 - i. Attached to the Member Notice of DHP's Internal Appeal Decision letter
 - ii. Mail, email, or fax the form to DHP utilizing the address or fax number at the top of the form
- b. Call DHP:
 - i. 877-220-6376 (Nueces)
 - ii. 855-425-3247 (Hildago)
- c. Email DHP: dhpsfh@dchstx.org

6. Can an EMR request be withdrawn?

- a. Yes. The Member may withdraw their request for an EMR before it is assigned to an Independent Review Organization (IRO) or while the IRO is reviewing the Member's EMR request.
 - i. An EMR cannot be withdrawn if an IRO has already completed the review and made a decision.