



### Date:

**May-12**  
**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](https://driscollhealthplan.com/providers)

To verify authorization requirements via the Authorization Requirement Portal, visit [driscollhealthplan.com/priorauthcheck](https://driscollhealthplan.com/priorauthcheck)

To submit authorization requests or clinical to the UM Dept. via fax, send to 1-866-741-5650

### Referral Submission: Invalid or Unrecognized Procedure Code

#### What Happened?

When submitting a referral or service request in the provider portal, an error occurred because the procedure code entered was not recognized as a valid CPT or HCPCS code.

**Important:** Driscoll Health Plan's authorization system (ASA) only accepts standard CPT or HCPCS codes to create a service request. Other code types – including custom or facility-specific billing codes – cannot be processed.

#### Why Does This Happen?

- The procedure code lookup in the referral submission portal has a broad search range, which means it can return codes that are not valid for authorization purposes. Custom codes are facility-specific and may have varying ID and description combinations. One example is a Custom Code (such as ADT1). Because they are shared across systems (including hospital billing), they cannot be restricted from appearing in search results.

#### What you Need to Do

- Identify the correct CPT or HCPCS code
  - Review the procedure or service being requested and locate the corresponding standard CPT (Current Procedural Terminology) or HCPCS (Healthcare Common Procedure Coding System) code. Your billing team or coding reference tools (e.g., encoder software) can assist.
- Re-enter the code in the referral portal
  - Return to the service request and use the procedure code search to look up and select the correct CPT or HCPCS code. Verify the code description matches the intended service before proceeding.
- Verify the code before submitting
  - Confirm the selected code is either a 5-digit numeric CPT code or an alphanumeric HCPCS Level II code. Do not select codes that begin with internal facility prefixes or non-standard identifiers.
- Submit the service request
  - Once a valid CPT or HCPCS code is selected, complete and submit the service request as normal. If the error persists, contact Provider Relations for assistance.

#### Quick Reference: Valid vs. Invalid Code Types

Code Type	Example	Accepted by DHP?
CPT	99213, 27447	✓ Yes
HCPCS Level II	A0428, G0008	✓ Yes
Custom / Facility Code	ADT1, facility-specific IDs	✗ No

If you are unsure which CPT or HCPCS code applies to the service being requested, the following resources may help:

- Your practice's billing or coding specialist
- Your encoder or coding software (e.g., TruCode, 3M, Optum)
- The AMA CPT code lookup tool at [ama-assn.org](https://ama-assn.org)
- CMS HCPCS code files available at [cms.gov](https://cms.gov)
- Driscoll Health Plan Provider Relations – contact information is available on the DHP provider portal

\* To access the DHP provider portal, visit [driscollhealthplan.com](https://driscollhealthplan.com)