



# Driscoll Health Plan

## News and Updates



**Date:**

**Aug-22**

**2025**

### 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

### Attention: Protect Your Practice from EFT Fraud

#### Background:

The U.S. Department of Health and Human Services, Office of the Inspector General (HHS OIG), has issued an alert regarding electronic funds transfer (EFT) fraud schemes targeting Medicare and Medicaid providers. These schemes involve rerouting payments to fraudulent accounts controlled by cybercriminals.

State Medicaid agencies have been targeted, and one Healthcare Fraud Prevention Partnership (HFPP) partner reported that fraudulent EFT forms were submitted to redirect funds from an institutional provider. While private sector payers have also been targeted, no losses have been reported to date.

#### EFT Fraud Prevention Checklist for Medicaid Providers

##### 1. Monitor Accounts Daily

- Review bank deposits daily.
- Compare remittance advice with known account info.
- Set up bank alerts for account or routing number changes.

##### 2. Train & Alert Staff

- Review EFT security during annual compliance training.

##### 3. Use Strong System Security

- Restrict EFT update access to authorized staff only.
- Require multi-factor authentication for payment systems.
- Assign unique logins for accountability.

##### 4. Protect Your Bank Accounts

- Use a separate account for EFT deposits.
- Restrict outgoing transfers from the deposit account.

##### 5. Report Suspicious Activity Immediately

- Contact Texas HHSC OIG Hotline: 1-800-436-6184
- Contact your Driscoll Provider Relations Representative.
- Report to the HHS OIG Hotline: 1-800-447-8477

For more information see Office of Inspector General Report

<https://oig.hhs.gov/documents/evaluation/10219/OEI-07-23-00180.pdf>

If you have any questions please contact Driscoll Health Plan Provider Relations at 956-632-8308.

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