

Driscoll Health Plan General Information

Address: 4525 Ayers Street
Corpus Christi, Texas 78415

Hours of Operation: 8 a.m. to 5 p.m. (CST), Mon – Fri
(Except State Holidays)

Eligibility Verification: Call Member Services or access web: www.dhpproviderportal.com
Confirm eligibility of member prior to providing services or making a referral. Also verify membership information and effective dates on the ID Card. See Section 3 of Provider Manual for questions at: [DHP Provider Manual](#)

Claims Information

Electronic claims are accepted through:
Change Healthcare Payer ID – 74284
For paper claims, send a completed claim form (CMS 1500 or UB04) to:

**Driscoll Health Plan
P.O. Box 3668
Corpus Christi, Texas 78463-3668**

Claims must be submitted within 95 days of the date of service.

For questions regarding claims, call:

**Nueces Service Area (STAR Kids):
1-844-508-4672
Hidalgo Service Area (STAR Kids):
1-844-508-4674**

STAR Kids Contact Information

Provider Services

STAR Kids Nueces SA:
1-844-508-4672
STAR Kids Hidalgo SA:
1-844-508-4674

Member Services

STAR Kids Nueces SA:
1-844-508-4672
STAR Kids Hidalgo SA:
1-844-508-4674

Authorization Status

STAR Kids Nueces SA:
1-844-508-4672
STAR Kids Hidalgo SA:
1-844-508-4674

Behavioral Health Targeted Case Management

1-877-222-2759
Fax: 1-866-704-9824

Behavior Health Service Request Forms (SRF)

Fax: 1-844-223-6790

Member Complaints

1-877-324-7543

Prior Authorization PDN/PPECC/PCS

1-877-455-1053
Fax: 1-866-741-5650

Prior Authorization for LTSS Services

1-844-376-5437
Fax: 1-844-381-5437

After Hours On-Call Nurse/ Nurse Advise Line

Nueces SA: 1-844-308-8701
Hidalgo SA: 1-844-714-7887

Ophthalmology Services

ENVOLVE Vision:
Nueces: 1-844-305-8300
Hidalgo: 1-844-725-6410

24/7 Behavioral Hotline

STAR Kids Nueces SA:
1-833-532-0209
STAR Kids Hidalgo SA:
1-833-532-0219

ECI Individual Family Service Plans (IFSP)

Fax: 1-844-371-5437

Provider Complaints

Email:
DHP_QM_Complaints@dchstx.org
Nueces SA: 1-877-220-6376
Hidalgo SA: 1-855-425-3247

STAR Kids Disease Management

1-844-508-4672

Service Coordination:

STAR Kids Nueces SA:
1-844-508-4673
STAR Kids Hidalgo SA:
1-844-508-4675

Waste, Abuse, and Fraud Hotline

1-844-808-3170

Interpreter Services

1-866-421-3463
Note: When you use this service, you will need to provide:

- Language Needed
- Member DHP ID Number
- Physician’s First and Last Name

Pharmacy Prior Authorization

NAVITUS: 1-877-908-6023
TTY: 1-800-735-2989

Vision Member Services

STAR Kids: 1-844-305-8300

Medical Transportation

STAR Kids: 1-877-633-8747

Provider Authorization Guide:

The information listed below ONLY applies to DHP STAR Kids LTSS, PDN, PPECC, and PCS Services.

- For CHIP Perinate Members, refer to the DHP CHIP Perinate QRT.
- For CHIP, STAR, or STAR Kids Acute authorizations, please refer to the DHP CHIP, STAR, and STAR Kids QRT.

Please submit authorizations on line at www.dhpproviderportal.com or fax to 1-844-366-5437.

All services must be medically indicated, evidenced by supporting clinical documentation.

No authorization required for Emergency Medical Conditions.

No Authorization required for Outpatient Behavioral Health Conditions unless specified below.

For Members with other primary insurance coverage, please contact the Service Coordination Department at 1-844-508-4673 for coordination of benefits.

Authorization is required for LTSS and LTSS-like services such as PCS and PDN if member has other primary insurance. For questions regarding LTSS or LTSS-like Prior Authorizations, call 1-844-508-4673 (Nueces area STAR Kids Service Coordination) or 1-844-508-4675 (Hidalgo area STAR Kids Service Coordination).

Authorization requests received after hours or during holiday closures will be processed with a start date of the following business day.

Unless otherwise specified below, all out-of-network services require prior authorization. Unless otherwise specified below, authorization is required for ALL services which are either not a benefit or exceed the allowed benefit.

Benefits listed below are unique ONLY for DHP STAR KIDS Members. Long Term Services and Support (LTSS) listed under “Other Services” are for those DHP STAR Kids members in the Medically Dependent Children’s Program (MCDP).

For DHP STAR Kids members in other waiver programs (such as CLASS, HCS, TxHmL, and DBMD), please contact that State of Texas Waiver Program administrator - Department of Aging and Disability Services (DADS) - for LTSS prior authorization at toll free number 1-855-937-2372.

*SERVICE	NO AUTH REQUIRED	AUTH REQUIRED
*Commonly requested services. Call to verify authorization requirement for services not listed		
Personal Care Service		
Personal Care Services		X
Private Duty nursing		X
Prescribed Pediatric Extended Care Center (PPECC)		X
Other Services		
Adaptive Aides		X
Day Activity and Health Services (DAHS) for >18year old		X
Minor Home Modification		X
Community First Choice (CFC) Benefits: (Habilitation (HAB), Emergency Response System (ERS), Support management)		X
Other Services (continued)		
Respite (In home and out of home)		X
Employment Services (Supported Employment and employment assistance)		X
Financial Management services		X
Flexible family support services		X
Transition Assistance Services		X