

<u>Driscoll Health Plan General Information</u> 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	<u>Claims Information</u> 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			
<u>STAR Kids Contact Information</u> <table><tr><td> 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 </td><td> 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 </td><td> 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 </td></tr></table>		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
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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.

No authorization is required for Emergency Medical Conditions.

No Authorization is 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.

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 is required for LTSS and LTSS-like services such as PCS and PDN if the member has other primary insurance.

Please submit authorizations on line at www.dhpproviderportal.com or fax to 1-866-741-5650 for PDN/PPECC/PCS or 1-844-381-5437 for other LTSS services.

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

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 limit.

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