

| Driscoll Health Plan General Information | Claims Information |
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| Address: 4525 Ayers Street | Electronic claims are accepted through: |
| Hours of Operation: 8 a.m. to 5 p.m. (CST), Mon – Fri | Change Healthcare Payer ID – 74284 |
| Eligibility Verification: Call Member Services or access | For paper claims, send a completed claim form |
| web: www.dhpproviderportal.com | (CMS 1500 or UB04) to: |
| Confirm eligibility of member prior to providing | Driscoll Health Plan |
| services or making a referral. Also verify membership | P.O. Box 3668 |
| information and effective dates on the ID Card. See | Corpus Christi, Texas 78463-3668 |
| Section 3 of Provider Manual for questions at: | Claims must be submitted within 95 days of the date |
| DHP Provider Manual | 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

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| Provider Services | Prior Authorization for | STAR Kids Disease Management |
| STAR Kids Nueces SA: | LTSS Services | 1-844-508-4672 |
| 1-844-508-4672 | 1-844-376-5437 | |
| STAR Kids Hidalgo SA: | Fax: 1-844-381-5437 | |
| 1-844-508-4674 | | |
| Member Services | After Hours On-Call Nurse/ | Service Coordination: |
| STAR Kids Nueces SA: | Nurse Advise Line | STAR Kids Nueces SA: |
| 1-844-508-4672 | Nueces SA: 1-844-308-8701 | 1-844-508-4673 |
| STAR Kids Hidalgo SA: | Hidalgo SA: 1-844-714-7887 | STAR Kids Hidalgo SA: |
| 1-844-508-4674 | | |
| Authorization Status | Ophthalmology Services | Waste, Abuse, and Fraud Hotline |
| STAR Kids Nueces SA: | ENVOLVE Vision: | 1-844-808-3170 |
| 1-844-508-4672 | Nueces: 1-844-305-8300 | Interpreter Services |
| STAR Kids Hidalgo SA: | Hidalgo: 1-844-725-6410 | 1-866-421-3463 |
| 1-844-508-4674 | 24/7 Behavioral Hotline | Note: When you use this service, you will need to provide: |
| Behavioral Health Targeted | STAR Kids Nueces SA: | <ul style="list-style-type: none"> • Language Needed |
| Case Management | 1-833-532-0209 | <ul style="list-style-type: none"> • Member DHP ID Number |
| 1-877-222-2759 | STAR Kids Hidalgo SA: | <ul style="list-style-type: none"> • Physician's First and Last Name |
| Fax: 1-866-704-9824 | 1-833-532-0219 | Pharmacy Prior Authorization |
| Behavior Health Service | ECI Individual Family | NAVITUS: 1-877-908-6023 |
| Request Forms (SRF) | Service Plans (IFSP) | TTY: 1-800-735-2989 |
| Fax: 1-844-223-6790 | Fax: 1-844-371-5437 | Vision Member Services |
| Member Complaints | Provider Complaints | STAR Kids: 1-844-305-8300 |
| 1-877-324-7543 | Email: | Medical Transportation |
| | DHP_QM_Complaints@dchstx.org | STAR Kids: 1-877-633-8747 |
| Prior Authorization PDN/PPECC/PCS | Nueces SA: 1-877-220-6376 | |
| 1-877-455-1053 | Hidalgo SA: 1-855-425-3247 | |
| Fax: 1-866-741-5650 | | |

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 |