

**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](http://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](mailto: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](http://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
<b>*Commonly requested services. Call to verify authorization requirement for services not listed</b>		
<b>Personal Care Service</b>		
Personal Care Services		x
Private Duty nursing		x
Prescribed Pediatric Extended Care Center (PPECC)		x
<b>Other Services</b>		
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
<b>Other Services (continued)</b>		
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