

STAR Kids Member Handbook Updates November 2024

Driscoll Health Plan has made changes to the September 2024 Member Handbook. These changes may affect the way you get care or who you call to get help. Please read the changes and keep this sheet with your Member Handbook for future reference.

If you have any questions about the changes, please call Member Services toll-free:

Nueces Service Area: 1-844-508-4672

Hidalgo Service Area: 1-844-508-4674

Old Language Pages 16-17

What services need Prior Authorization?

These services need Prior Authorization:

- | |
|--|
| <ul style="list-style-type: none"> • All admissions to a hospital (except in an emergency, where telling Driscoll Health Plan within 24 hours of admission is needed) |
| <ul style="list-style-type: none"> • Admission to a rehabilitation center |
| <ul style="list-style-type: none"> • Outpatient surgery |
| <ul style="list-style-type: none"> • Rehabilitation therapy (physical therapy, occupational therapy, or speech therapy) |
| <ul style="list-style-type: none"> • Home health services, including home intravenous therapy |
| <ul style="list-style-type: none"> • Referral to a specialist doctor except as outlined above (one exception is for MDCP Members) |
| <ul style="list-style-type: none"> • Durable Medical Equipment items that cost over \$300 |
| <ul style="list-style-type: none"> • Use of an ambulance for medical transportation that is not an emergency transport (NOTE: if ambulance transport is needed for an MDCP Member to go to a medical appointment, your Service Coordinator will help to arrange for it) |
| <ul style="list-style-type: none"> • Asking for services from a provider who is not contracted with Driscoll Health Plan |
| <ul style="list-style-type: none"> • Other forms of medical treatment (such as hypnosis, massage therapy) |
| <ul style="list-style-type: none"> • Some outpatient diagnostic testing |
| <ul style="list-style-type: none"> • Clinician administered drugs |
| <ul style="list-style-type: none"> • Personal Care Services (PCS) • Private Duty nursing (PDN) • Prescribed Pediatric Extended Care Center (PPECC) |
| <ul style="list-style-type: none"> • Long-Term Services and Supports (LTSS): <ul style="list-style-type: none"> ○ MDCP Members: your Service Coordinator will work with you to decide on which LTSS are necessary and will arrange the authorizations for you ○ Other Waiver Children: LTSS are provided through your waiver, not Driscoll Health Plan ○ For more authorization information, please visit our website at driscollhealthplan.com |

Updated Language Pages 16-17

What services need Prior Authorization?

These services need Prior Authorization:

• All admissions to a hospital (except in an emergency, where telling Driscoll Health Plan within 24 hours of admission is needed)
• Admission to a rehabilitation center
• Outpatient surgery
• Rehabilitation therapy (physical therapy, occupational therapy, or speech therapy)
• Home health services, including home intravenous therapy
• Referral to a specialist doctor except as outlined above (one exception is for MDCP Members)
• Durable Medical Equipment items that cost over \$300
• Use of an ambulance for medical transportation that is not an emergency transport (NOTE: if ambulance transport is needed for an MDCP Member to go to a medical appointment, your Service Coordinator will help to arrange for it)
• Asking for services from a provider who is not contracted with Driscoll Health Plan
• Other forms of medical treatment (such as hypnosis, massage therapy)
• Some outpatient diagnostic testing
• Clinician administered drugs
• Personal Care Services (PCS)
• Private Duty nursing (PDN)
• Prescribed Pediatric Extended Care Center (PPECC)
• Long-Term Services and Supports (LTSS): <ul style="list-style-type: none">○ MDCP Members: your Service Coordinator will work with you to decide on which LTSS are necessary and will arrange the authorizations for you○ Other Waiver Children: LTSS are provided through your waiver, not Driscoll Health Plan○ For more authorization information, please visit our website at driscollhealthplan.com
• PHP and IOP for members aged 21 and over

Old Language Page 18

In-Lieu-of Services

Driscoll Health Plan provides medically appropriate and cost-effective services in-lieu-of (in place of) mental health or substance use disorder services covered by Medicaid.

These in-lieu-of services include:

- Partial Hospitalization (PHP) services
- Intensive Outpatient Program (IOP) services

Authorization is required for these services. You or your providers may ask for in-lieu-of services by calling Member Services at **1-877-324-7543**. You can also visit the member portal at: driscollhealthplan.com

Updated Language Page 18

In-Lieu-of Services

Driscoll Health Plan provides medically appropriate and cost-effective services in-lieu-of (in place of) mental health or substance use disorder services covered by Medicaid.

These in-lieu-of services include:

- Inpatient services for acute psychiatric conditions in a freestanding psychiatric hospital for up to 15 calendar days each month for members aged 21-64.
- Partial Hospitalization (PHP) services
- Intensive Outpatient Program (IOP) services

You or your providers may ask for in-lieu-of services by calling Member Services at **1-877-324-7543**. You can also visit the member portal at: driscollhealthplan.com

Service Coordination will assist you in coordinating an assessment with an in-lieu-of services provider. These services must be recommended and deemed medically necessary by the evaluating/treating provider. DHP will require authorization for PHP and IOP for members aged 21 and over. No auth is required for members aged 20 and under.