

## STAR 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: 1-877-220-6376**

**Hidalgo Service Area: 1-855-425-3247**

### Old Language Pages 14-5

#### 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, speech therapy, and occupational therapy)
• Home health services, including home intravenous therapy
• Referral to a Specialist doctor other than an OB/GYN or Mental Health doctor
• Durable Medical Equipment items that cost over \$300
• Use of an ambulance for medical transportation that is not an emergency transport
• Asking for services by a provider who does not have a contract with Driscoll Health Plan
• Other forms of medical treatment (such as hypnosis, massage therapy)
• Some outpatient diagnostic testing
• Clinician administered drugs

### Updated Language Pages 14-15

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• Some outpatient diagnostic testing
• Clinician administered drugs
• PHP and IOP for members aged 21 and over

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**Old Language Page 16**

**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](http://driscollhealthplan.com)

**Updated Language Page 16**

**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](http://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.