



September 1, 2006

Dear Participating Provider,

Driscoll Children's Health Plan (DCHP) welcomes you as a participating physician, provider or facility. This Provider Manual includes information you need to know when you are treating a DCHP Children's Health Insurance Program (CHIP) and STAR/Medicaid Managed Care Member in your office or facility. Please share it with others in your office or organization. It contains a great amount of information, including information about:

- DCHP procedures and processes
- Medical Management and Quality Improvement programs
- Billing and claims procedures
- ID cards and eligibility information
- Coordination of services
- Community agency referrals

This manual is reviewed periodically and may undergo changes from time to time. Updates will be provided to your office as they occur. The manual is a guide and should not be used to determine coverage in any particular case.

As a network provider, you play a key role in our commitment to deliver quality healthcare services to our CHIP and STAR members. As Chief Executive Officer, I welcome your comments and input concerning this commitment and look forward to our collaboration in this effort.

We hope that most of your questions are answered by the information contained in this manual. If you need additional information or have any questions, you may call Provider Relations toll free at **1-877-DCH-DOCS**. We look forward to working with you.

Sincerely,

Mary Dale Peterson, M.D
Chief Executive Officer