

Section 1: Introduction

Background of Driscoll Children’s Health Plan

Driscoll Children’s Health Plan (DCHP) is owned by Driscoll Children’s Hospital (DCH). DCHP has provided services to the CHIP population in Nueces and surrounding counties since 2000. We expanded our managed care programs to include STAR (Medicaid Managed Care) members in 2006.

DCHP and DCH Background

DCHP is an affiliate organization of DCH, based in Corpus Christi, Texas, and was incorporated in April, 1997 as a nonprofit, taxable Texas Corporation, and licensed as a Texas HMO in October, 1998.

The DCHP provider network is the premier health care network in South Texas for primary and specialty care physicians that are devoted to the care and treatment of women and children.

DCHP Mission Statement

DCHP is committed to providing efficient, cost- effective, quality care through a dedicated and compassionate health care team and respectful collaboration with its provider network. DCHP recognizes and promotes the worth and dignity of each individual being served and each employee, affiliate and provider who carries out service on behalf of DCHP.

Name Recognition

DCHP and DCH are the names that families in South Texas recognize and trust when it comes to specialized medical care for children and the medically vulnerable. For over 50 years, the Driscoll System has been sought out by families in need of health care for their children. The System’s heritage is one of assuring that a child in need of health services is provided for, regardless of their family’s ability to pay. DCHP has extended this mission to include the medically vulnerable adult populations in our area as well.

This philosophy and the proud heritage of the Driscoll System began under the guidance and vision of the hospital’s benefactor, Clara Driscoll, and that of Dr. McIver Furman in the late 1940s. That philosophy has permitted the System to grow into the expansive and capable healthcare organization that it is today, and to attract some of the finest pediatric specialists in the nation.

DCHP Grant Program

DCHP is the innovator of a unique and highly successful grant program that provides funding from various private and government sources for the care, treatment, education and prevention of childhood diseases. The grant program targeted diabetes, dental sealants, obesity, and asthma.

DCHP Provider Services 1-877-DCH-DOCS (324-3627)

Prior Authorization and Referrals: 1-877-455-1053 (FAX 1-866-741-5650)

Case Management: 1-877-222-2759 (FAX 1-866-741-5650)

CHIP Member Services: 1-877-451-5598 STAR Member Services: 1-877-220-6376

Very few HMOs reach out to obtain available government funds to enhance and expand the level of care. In 2001, DCHP formed a population-based initiative known as Project Alcance (al-kahn-say). The purpose of this initiative was to secure grants to fund specific programs that would improve the health status of children and improve their access to care. Project Alcance has provided improved access to health care for children and the medically indigent as well as a regional electronic medical record initiative to expand access into physician offices. Alcance initiatives, combined with a regional telemedicine program and an air transport specialist-referral reimbursement program for medically underserved areas in South Texas are improving disease management efficiencies in the service area. DCHP grants further provide bilingual medical information through a web-based laptop computer for community-based organizations and *promotoras (health care liaisons)* in the Alcance Coalition. Additionally, DCHP has begun an aggressive program to address positive medical outcomes through *home-to-clinic* scheduling, transportation, preventive care, behavioral education and insurance qualification for underinsured and indigent children.

DCHP Philosophy of Business

DCHP has established a cohesive collaboration with its physician network; one that strives to be inclusive and educative rather than punitive. This approach has gained DCHP the respect and cooperation of the physician community throughout the Nueces service area. Physicians are very involved, through the Medical Director and Associate Medical Directors, in developing clinical guidelines and in creating programs to benefit the Coastal Bend area. These strong and mutually beneficial relationships have come together to ensure excellence in the delivery of health care services to DCHP members and the community at large. Through Project Alcance, DCHP and community physicians have collaborated on programs that benefit not only the enrolled members of the health plan, but the entire community.

DCHP Care Objectives

The care objectives of DCHP will focus on:

- comprehensive well-child care, including childhood immunization
- case management opportunities to coordinate care
- asthma and diabetes disease management programs to collaboratively improve control of these chronic conditions with affected members
- early and continuous prenatal care for pregnant members geared to improve birth outcomes
- effective behavioral health care services, including medication management

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- outreach and care coordination for children with special health care needs
- healthy lifestyle promotion to prevent and treat obesity

DCHP Subcontractors

DCHP administers its own programs, manages all quality improvement processes, ensures compliance with the State contract, and oversees the development of its comprehensive network of providers and facilities. DCHP contracts with an Administrative Services Organization (ASO) for provide operational services and information management processes. In addition, DCHP contracts with other subcontractor organizations to provide some services. Subcontractors include:

- Valence Health – who provides Claims processing and adjudication, Medical Management including Utilization Management and Case/Disease Management, Member Services, and Provider Relations.
- OptiCare – who provides the vision benefit for the CHIP and STAR members.
- CareMark – who provides some limited drugs and medical supplies such as diabetic supplies for the members.
- Avail Solutions, Inc. – who provides the Behavioral Health 24 hour hotline for the members.

Role of Primary Care Physician (PCP)

The Primary Care Physician (PCP) is the cornerstone for Driscoll Children's Health Plan. The PCP serves as the medical home for the member. The medical home concept should assist in establishing a patient and provider relations, and ultimately better health outcomes. The PCP is responsible for the provision of all primary care services for the DCHP CHIP and STAR member. In addition, the PCP is responsible for facilitating referrals and authorization for specialty services to DCHP network providers, as needed. For more information on the responsibilities of the PCP, see Section 2 of this manual.

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Role of the Specialty Care Provider

The Specialty Care Provider partners with the PCP to deliver specialty care to members. A key component of the Specialist's responsibility is to maintain ongoing communication with the member's PCP. Specialty Providers are responsible to ensure necessary referrals/authorizations have been obtained prior to provision of services. For more information on the responsibilities of the Specialty Care Provider, see Section 2 of this manual.

Network Limitations (e.g. PCPs, Specialists, OB/GYN)

Members are limited to use of a provider in network and contracted with Driscoll Children's Health Plan. Exceptions can be made when continuity of care would be disrupted if the member did not continue with an out of network provider. All out of network referrals must be approved by the Medical Director or Associate Medical Director. For more information on referrals to out of network providers, see Section 2 of this manual.