



# Quick Reference Tool

## STAR - Hidalgo

### Driscoll Children's Health Plan

**Address:** 615 N Upper Broadway, Suite 1621, Corpus Christi, Texas  
78401-0764

**Hours of Operation:** 8 a.m. to 5 p.m. (CST), Monday – Friday  
(Except State Holidays)

Always confirm eligibility of each CHIP member **PRIOR** to providing treatment or making a referral.

**See Section 3 of the Provider Manual at the following link:**

<http://www.dchpkids.com/pdf/ProviderManual.pdf>

This includes checking membership information on the STAR ID Card and STAR effective dates. Call Member Services to verify:

**1-855-425-3247**

or go on line at <http://www.dchpkids.com/providers/login.php>

### CLAIMS INFORMATION

Electronic claims are accepted through

Emdeon Payer ID – **74284**

For paper claims, send a completed claim form (CMS 1500 or UB04) to:

**DCHP STAR, 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

**1-855-425-3247**

### IMPORTANT PHONE NUMBERS

**Member Services:** 1-855-425-3247

**Provider Services:** 1-855-425-3247

**UM Questions:** 1-877-455-1053

**Case Management:** 1-877-222-2759

**Vision Member Services:** 1-877-615-7729

**Vision Provider Services:** 1-866-838-7616

**24 Hr Behavioral Health Hotline:** 1-888-423-0264

**Waste Abuse Fraud Hotline:** 1-877-324-7543



**Prior Authorization or Referral requests, visit and submit via the website -**  
<http://www.dchpkids.com/providers/login.php>

You may also fax a request using the Texas Authorization Request Form found in the Provider Manual. Fax to: 1-866-741-5650.

### **The following Services Require Prior Authorization**

#### **Referrals to all Specialists are required and must be Prior Authorized\*\***

- All inpatient admissions, including skilled nursing
- Transplants
- All Behavioral Health inpatient admissions
- All Chemical Dependency inpatient admissions
- 48 Hour Observations\*\*
- Non-emergency outpatient ambulatory surgical procedures
- Assistant surgeons for outpatient/ambulatory surgery
- Hospice Care
- All transfers to out of network hospitals
- NICU transfers from hospital to hospital
- Use of an ambulance for medical transportation (not emergency)
- Outpatient rehabilitation (physical, speech, occupational visits, including initial evaluation and re-evaluation)
- Home Health services (including home IV therapy, home PT, speech, OT, or Skilled Nursing Visit)
- Allergy testing for children <2 years of age
- Immunotherapy for children <5 years of age
- Radiological procedures that require admissions for observation
- PET Scans
- Non-emergency MRIs, CT Scans requiring anesthesia
- Sleep Studies / Sleep labs / Pneumograms
- OB Ultrasound (4<sup>th</sup> or more)
- DME >\$300 and all DME Rentals
- Incontinence supplies
- Prosthetics and Orthotics
- Mental Health psychological testing
- Chiropractic Services
- Podiatry Care
- Alternative medicine forms of treatment
- Pain Management referral
- TMJ Treatments
- Tobacco Cessation Program
- Injectable drugs >\$300
- Request for services for non-contracted providers
- Specialist to Specialist referral requires prior authorization or must be referred back to PCP.
- Referral to a Specialist for the following will require Medical Director review: Dermatology Procedure Codes, and Plastic Surgery Procedure Codes.

\*\* Services which **do not** require prior authorization: Referral to DCH Pediatric Specialty Care Physician; All OB in-Network for D&C for missed or incomplete abortion, OB care, admissions for routine OB deliveries, Observations related to OB care; Ophthalmology visits; dietary consults / nutritional counseling; ECI services; Family Planning services – including sterilization.