

Navigating and Using the Driscoll Children's Health Plan Web Portal Link

Web Portal

Claims

Eligibility

Profiles



Driscoll Children's Health Plan (DCHP) offers Providers a way to verify member eligibility and check claim status through our Web Portal link, at www.dchpkids.com

Web Portal
Claims
Eligibility
Profiles

Providers
start here!

Click on the
GREEN Web
Portal link

Home
Products
STAR
CHIP

Driscoll Children's Health Plan expands into the Rio Grande Valley

NEW SOUTH TEXAS AREA

Expansion March 2012
Yellow - Existing
Expansion September 2011

STAR
Program covers children, pregnant women, and newborns. Families may qualify based on need.

CHIP
Program for children ages 0-18. May qualify based on total family income.

CHIP Pennate
Services are for the uninsured and do not qualify for Medicaid.

PROVIDERS LOGIN HERE

PROVIDER SEARCH

Coverage Area: [Please Select an Area] Type of Coverage: [No Preference] City: [No Preference] ZIP: [No Preference]

Specialty: [No Preference] County: [No Preference] Spanish Available: [No Preference]

Start Search

Driscoll Children's Health Plan
A friend of the family

en español

Online Access
THISTEPS
EOIPs

Web Portal
Claims
Eligibility
Profiles

Online Referrals

Claims Portal
Coming Soon

PLEASE NOTE - Access to the Web Portal requires a valid email address. Passwords and login registrations are required. For more information regarding the Web Portal, please contact Provider Relations at 1-877-324-3827 (Nueces SDA) or 1-888-428-3247 (Hidalgo SDA).

Provider Relations
Driscoll Children's Health Plan Contracts with Primary Care Physicians, facilities and specialists to serve our membership needs. Our provider Relations Department is the primary liaison between participating providers and departments within Driscoll Children's Health Plan. We assist with issues, answer questions, deal with concerns and provide health plan related training. For additional information please feel free to contact Provider Relations at 1-877-324-3827 (Nueces SDA) or 1-888-428-3247 (Hidalgo SDA) or by e-mail at sdhplg@driscoll.com

Physician Recruitment
Please click on the contract that best describes your status:

- Hospital Provider Contract
- Individual Physician Contract
- Group Provider Contract
- Asstiliary Provider Contract
- DCHP Provider Relations Contact Information
- DCHP PBM Navitus (Pharmacy) Contact Information

Provider Manual
You need Adobe Acrobat or compatible PDF reader or browser to view the files:
Provider Manual

Claims Requirements and Companion Guides for Providers
Requirements for CMS-1460 Claims Forms
Requirements for CMS-1460 New Form - for STAR and CHIP members
Health Care Claims Institutional (Companion Guide)

Town Hall Meeting Upcoming in Hidalgo SDA - Click for more details

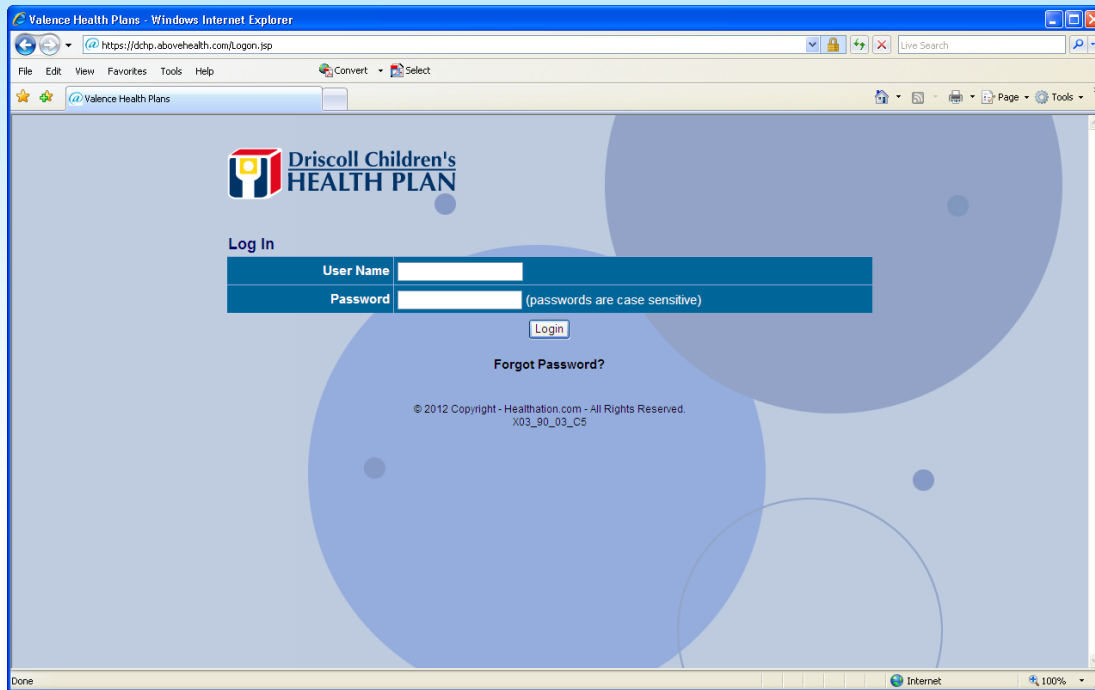
Provider Tools
Provider Training Schedule
Provider Training Presentation
Provider Training Video
EFT Sign-up Form
Web Portal User Agreement & Sign-Up Form

Web Portal Login Instructions
Online Access
Web Portal
Online Referrals

DCHP Claims Portal
Claims Portal Training
Claims User Guide
General User Guide

Provider Forms
Texas Referral/Authorization Form
Migrant Farm Workers Outreach Form
Pregnancy Notification
Drug Screening Results Notification
Case Management Request Form
Authorization Consent Form (English - Spanish)
Consent to Release Information to Primary Care Physician
Admission Notification
Admission Notification Behavioral Health
Psychological Testing Request Form
Birthing Home Form





Enter your User ID and password which was provided to you by DCHP

Don't have one? Contact Provider Relations to get set-up

Nueces SDA- 1-877-324-3627
Hidalgo SDA- 1-855-425-3247



The Web Portal Home Page

Valence Health Plans - Provider - Windows Internet Explorer

https://dchp.abovehealth.com/Router.jsp?source>PasswordExpiration&component>PasswordExpired&action=Submit&home

File Edit View Favorites Tools Help

Valence Health Plans - Provider

Driscoll Children's HEALTH PLAN

Providers

Home | Sign Out

Claim Inquiry

Payment Inquiry

Eligibility

List

Tools

Provider Information

Welcome

Your Menu Bar

Contact

Driscoll Childrens Health Plan (Toll Free) 1-877-DCH-DOCS [324-3627]

Get Adobe Reader

Download the latest version of Adobe Reader

Event Calendar *

Document List *

» Event Calendar

» Related Documents

Source: ProviderEmployeeHP Component: ProviderEmployee

Metrix - Tools - Start Recording - View Recording

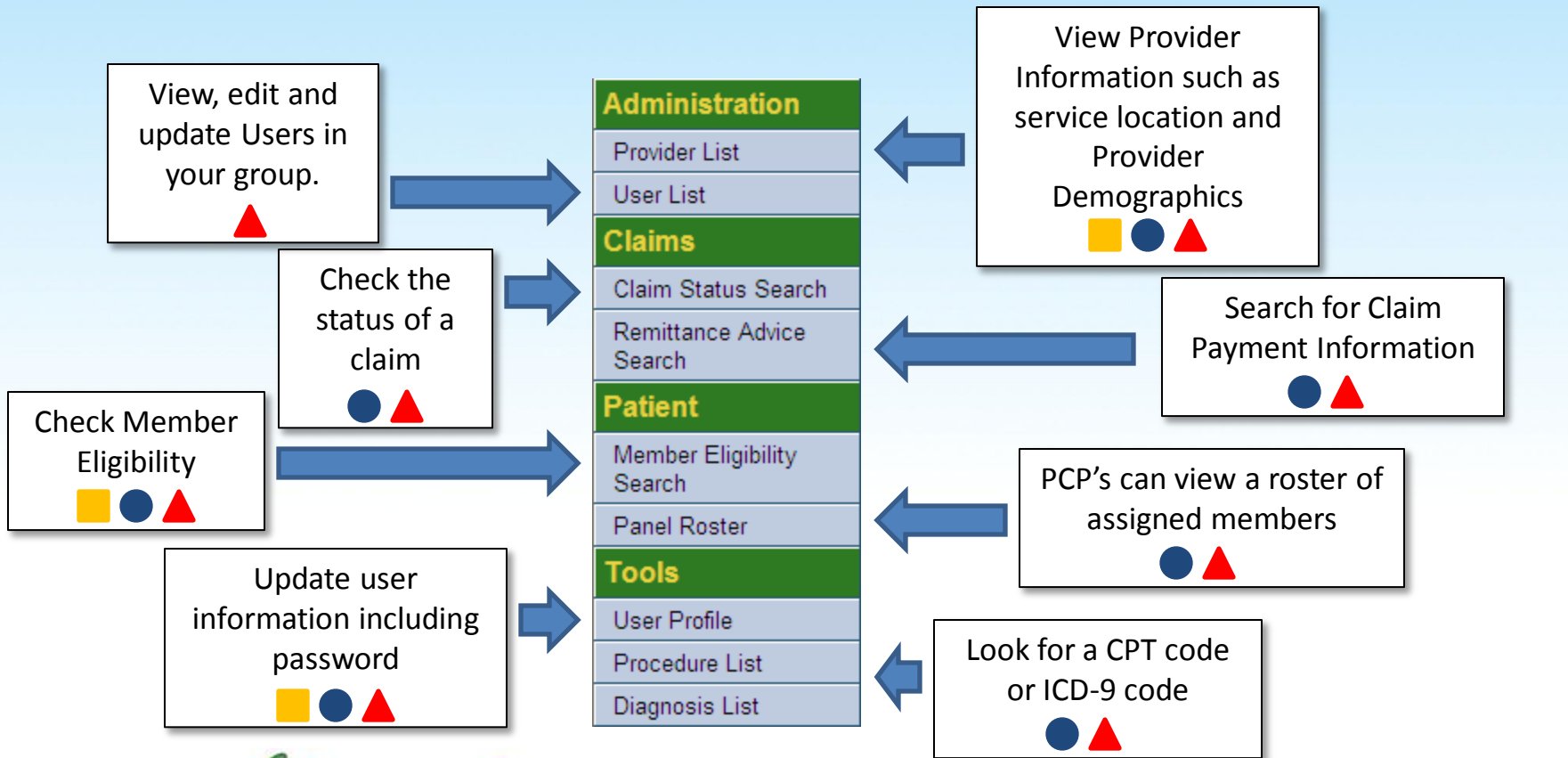
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Done Internet 100%



* These are updated on a regular basis.
Be sure to check back often.

Depending on your Employer-assigned User Role, your Menu Bar will have some or all of these features:



■ Front Desk ● Back Office ▲ Super User

To check a member's eligibility, click on Member Eligibility Search . Enter the Date of Birth and Last Name of the member to view their Information. These are *Required Fields

[Home](#) | [Sign Out](#)

[Home](#)

Member Eligibility Search

This page allows you to enter search criteria for a member. Health plans designate these criteria. Per HIPAA regulations, no more than four data elements can be required for a search. If you wish to search for ineligible members, select yes from the dropdown menu.

Search

[+ Add Member](#)

	Eligible as of Date	DOB *	SSN	Member No	First Name	Last Name *	
1	02/14/2012 <input type="text"/> <input type="button" value="Calendar"/> ?	<input type="text"/> <input type="button" value="Calendar"/> ?	<input type="text"/> ?	<input type="text"/> ?	<input type="text"/>	<input type="text"/> ?	Delete
2	02/14/2012 <input type="text"/> <input type="button" value="Calendar"/> ?	<input type="text"/> <input type="button" value="Calendar"/> ?	<input type="text"/> ?	<input type="text"/> ?	<input type="text"/>	<input type="text"/> ?	Delete
3	02/14/2012 <input type="text"/> <input type="button" value="Calendar"/> ?	<input type="text"/> <input type="button" value="Calendar"/> ?	<input type="text"/> ?	<input type="text"/> ?	<input type="text"/>	<input type="text"/> ?	Delete
4	02/14/2012 <input type="text"/> <input type="button" value="Calendar"/> ?	<input type="text"/> <input type="button" value="Calendar"/> ?	<input type="text"/> ?	<input type="text"/> ?	<input type="text"/>	<input type="text"/> ?	Delete
5	02/14/2012 <input type="text"/> <input type="button" value="Calendar"/> ?	<input type="text"/> <input type="button" value="Calendar"/> ?	<input type="text"/> ?	<input type="text"/> ?	<input type="text"/>	<input type="text"/> ?	Delete

Include Ineligible

*Required Fields



To check the status of a claim, click on [Claim Status Search](#) . Enter Patient/Subscriber information and/or Claim information such as Last name or Claim No. Click [Search](#) to display the results

[Home](#)

Claim Status Search

This page allows you to conduct a claim search by identifying the patient/subscriber and provider. Enter the requested patient/subscriber search information and provider last name/organization name. You can search for a provider by clicking search or enter a provider's last or organization name. Clicking clear removes a provider from the search and allows you to insert a different provider. Clicking search displays the results.

Search

Patient/Subscriber Information	
First Name	<input type="text"/>
Last Name	<input type="text"/> ?
Member No	<input type="text"/> ? (123456)
DOB	<input type="text"/> ? (mm/dd/yyyy)
Gender	<input type="text"/>
Claim Information	
Servicing Provider Name	<input type="text"/>
Claim No	<input type="text"/>
Claim Type	<input type="text"/>
Claim Status Cat Code	<input type="text"/>
Service Date From	<input type="text"/> to <input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Cancel"/>	



The Remittance Advice Search Page allows you to view claims payment information based on your search criteria.

[Home](#)

Remittance Advice Search

This page allows you to search for claim payment information. You can access all claims by clicking Search; all information in the system will display. To narrow the search, complete as many fields as desired. If no results are found, widen your search criteria.

Search

Payee Member	<input type="text"/> <input type="button" value="Clear"/>
Remittance Advice No	<input type="text"/>
Search Date Type	<input checked="" type="radio"/> Service Date <input type="radio"/> Payment Date
Time Frame	<input type="text"/> ▾
	-OR-
Single Date	<input type="text"/> <input type="button" value="dd/yyyy"/>
	-OR-
Date Range	<input type="text"/> <input type="button" value="mm"/> <input type="text"/> <input type="button" value="dd/yyyy"/>
Check Or Eft Trace No	<input type="text"/>
Payer Claim Control No	<input type="text"/>
Payment Method Code	<input type="text"/> ▾
Patient Control No	<input type="text"/>
Payer Name	<input type="text"/>
Member No	<input type="text"/>
Patient Last Name	<input type="text"/>
Patient First Name	<input type="text"/>
Rendering Provider Name	<input type="text"/> ▾

Results [Download File](#)

Check Or Eft Trace No	Payer Name	Payee Name	Check Issue Or Eft Date	Payment Method Code	Tot Provider Payment Amt
No Results Found					

Complete as many fields as desired to narrow your results, which will be displayed at the bottom of the page



If you have any questions about the Web Portal
Please call:

1-877-324-3627 Nueces SDA

1-855-425-3247 Hidalgo SDA

