

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** September 4, 2025

**Subject:** [Informational Bulletin 25-19](#): Private TPL and Medicare Advantage Plan Update Request Change (Revised August 28, 2025)

**Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.**

**Private TPL and Medicare Advantage Plan Update Request Change**

Effective **August 1, 2025**, the process for updating Third Party Liability (TPL) for Medicaid members will change to align with **Act 293 of the 2025 regular legislative session**.

**Third Party Liability Updates for Managed Care Members**

For Medicaid members enrolled in a managed care organization (MCO), providers must contact the member’s specific MCO to add or update TPL information. Contact information for each MCO is provided below.

	For MCO - Specific Questions	
<p><b>Healthy Blue</b></p> <p>Email: <a href="mailto:ccuohi@healthybluela.com">ccuohi@healthybluela.com</a> (TPL updates)</p> <p><a href="mailto:lainterpr@healthybluela.com">lainterpr@healthybluela.com</a> (escalations/resolutions)</p> <p>Phone: 1-844-521-6942</p>	<p><b>AmeriHealth Caritas</b></p> <p>Email: <a href="mailto:tpl@amerihealthcaritas.com">tpl@amerihealthcaritas.com</a></p> <p>Fax: 1-215-863-5423</p> <p>Phone: 1-888-922-0007</p>	<p><b>Humana Healthy Horizons</b></p> <p>Email: <a href="mailto:MedicaidTPLCOB@humana.com">MedicaidTPLCOB@humana.com</a></p> <p>Fax: 1-502-508-6196</p> <p>Phone: 1-800-448-3810</p>
<p><b>Louisiana Healthcare Connections</b></p> <p>Email: <a href="mailto:LHCC_MemberAdvocate@CENTE">LHCC_MemberAdvocate@CENTE</a></p>	<p><b>Aetna Better Health</b></p> <p>Email: <a href="mailto:SO-PIABMedicaidCOBIntegrity@aetna.co">SO-PIABMedicaidCOBIntegrity@aetna.co</a></p>	<p><b>UnitedHealthcare Community Plan</b></p> <p>Online: Submit claim reconsideration at</p>

<p><a href="http://NE.COM">NE.COM</a> – general TPL update requests</p> <p>Phone: 1-866-595-8133 – urgent TPL requests (pharmacy-related or access immediate care)</p>	<p><a href="http://m">m</a></p> <p>Fax: 1-844-479-2590</p> <p>Phone: 1-855-242-0802</p>	<p><a href="http://www.uhcprovider.com">www.uhcprovider.com</a>, attaching documentation from other insurance carrier.*</p> <p>Email: Submit completed LDH <a href="#">Recipient Insurance Update.pdf</a> form to <a href="mailto:UHC_LA_TPL_Assist@uhc.com">UHC_LA_TPL_Assist@uhc.com</a>.</p> <p>Fax: 1-877-324-0553</p> <p>Phone: 1-866-675-1607</p> <p>Urgent Requests (member waiting at pharmacy): Email <a href="mailto:PI_COB_research@uhc.com">PI_COB_research@uhc.com</a></p> <p>*Learning course for UHC online reconsiderations: <a href="#">Claims - How To Submit Electronic Reconsideration Requests and Appeal/Disputes</a></p>
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### Third Party Liability Updates for Fee-for-Service Beneficiaries

For beneficiaries receiving fee-for-service Medicaid, please contact **HMS** to add or update TPL records.

#### HMS Contact Information:

- Fax: (877) 204-1325
- Email: [latpr@gainwelltechnologies.com](mailto:latpr@gainwelltechnologies.com)
- Urgent TPL Requests for Fee For Service: [latprescalations@gainwelltechnologies.com](mailto:latprescalations@gainwelltechnologies.com)
- Phone: (877) 204-1324
- Hours: Monday through Friday, 8 a.m. – 5 p.m. (excluding Louisiana state holidays)

### Traditional Medicare Updates and TPL Escalations

All TPL update requests for **traditional Medicare** should be submitted to the **Louisiana Department of Health (LDH) TPL Unit** via email, fax or phone. Escalation requests may also be sent to this unit in the following situations:

- More than **5 business days** have passed since the initial request, and the change is not reflected in the Medicaid Eligibility Verification System (MEVS).
- Urgent pharmacy requests that have not been resolved in 4 business hours.
- Emergency updates needed to ensure immediate medical care access.

### LDH TPL Unit Contact Information

- **Email:** [tpl.inquiries@la.gov](mailto:tpl.inquiries@la.gov)
- **Fax:** (225) 389-2709
- **Phone:** (225) 342-4510
- **Hours:** Monday through Friday, 8 a.m. – 4:30 p.m. (excluding Louisiana state holidays)

### **Urgent Private TPL and Urgent Medicare Advantage Plan Update Requests**

Urgent TPL requests should be submitted as follows:

- **Managed care members:** Contact the member's MCO.
- **Fee-for-service beneficiaries (Legacy Medicaid):** Contact HMS using the information above.

Urgent TPL requests are defined as the inability of a member to have a prescription filled or the inability of a member to access immediate care because of incorrect third-party insurance coverage.

Private TPL and Medicare Advantage Plan Update Request Change Forms can be found here: [Recipient Insurance Update.pdf](#).

**The Traditional Medicare Update Form can be found here:** [TraditionalMedicare.pdf](#).

Please send any questions regarding TPL to [tpl.inquiries@la.gov](mailto:tpl.inquiries@la.gov).

For additional details, please review [Informational Bulletin 25-19 \(Revised 8.28.25\)](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#). The Provider Service Department can be reached between 7:00 am and 7:00 pm daily.

#### **Missed an Informational Bulletin?**

You can find a complete listing of Informational Bulletins on the [Provider Newsletters and Updates](#) page of our website under the header [Louisiana Department of Health Informational Bulletins](#).

**Need to update your provider information?** Send full details to: [network@amerihealthcaritasla.com](mailto:network@amerihealthcaritasla.com).