

**To: AmeriHealth Caritas Louisiana Providers**

**Date: March 6, 2026**

**Subject: Informational Bulletin 25-19: Private TPL and Medicare Advantage Plan Update Request Change (Revised March 2, 2026)**

**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**

AmeriHealth Caritas Louisiana would like to inform you that the Louisiana Department of Health has revised a specific MCO contact to add or update TPL information.

The revisions are underlined and the deleted text noted by strikethrough.

**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	
<b>Healthy Blue</b>	<b>AmeriHealth Caritas</b>	<b>Humana Healthy Horizons</b>
Email: <a href="mailto:ccuohi@healthybluela.com">ccuohi@healthybluela.com</a> (TPL updates)	Email: <a href="mailto:tpl@amerihealthcaritas.com">tpl@amerihealthcaritas.com</a>	Email: <a href="mailto:MedicaidTPLCOB@humana.com">MedicaidTPLCOB@humana.com</a>
<a href="mailto:lainterpr@healthybluela.com">lainterpr@healthybluela.com</a> (escalations/resolutions)	Fax: 1-215-863-5423	Fax: 1-502-508-6196
Phone: 1-844-521-6942	Phone: 1-888-922-0007	Phone: 1-800-448-3810

<p><b>Louisiana Healthcare Connections</b></p> <p>Email:  <a href="mailto:TPLInquiries@louisianahealthconnections.com">TPLInquiries@louisianahealthconnections.com</a>  <a href="mailto:LHCC-MemberAdvocate@CENTENE.COM">LHCC-MemberAdvocate@CENTENE.COM</a> – general TPL update requests</p> <p>Phone:  1-866-595-8133 – urgent TPL requests (pharmacy-related or access immediate care)</p>	<p><b>Aetna Better Health</b></p> <p>Email:  <a href="mailto:SO-PIABMedicaidCOBIntegrity@aetna.com">SO-PIABMedicaidCOBIntegrity@aetna.com</a></p> <p>Fax:  1-844-479-2590</p> <p>Phone: 1-855-242-0802</p>	<p><b>UnitedHealthcare Community Plan</b></p> <p>Online: Submit claim reconsideration at <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: <a href="tel:1-877-324-0553">1-877-324-0553</a></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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For additional details, please review [Informational Bulletin 25-19 \(Revised 3.2.26\)](#).

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.

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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).