

**To:** AmeriHealth Caritas Louisiana Providers

**Date:** April 24, 2026

**Subject:** [Informational Bulletin 25-19](#): Private TPL and Medicare Advantage Plan Update Request Change (**Revised April 22, 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 the process for updating Third Party Liability (TPL) for Medicaid members to align with **Act 293 of the 2025 regular legislative session**, effective **August 1, 2025**.

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		
<p><b>Healthy Blue</b></p> <p>Email: <a href="mailto:ccuohi@healthybluel.com">ccuohi@healthybluel.com</a> (TPL updates)</p> <p><a href="mailto:lainterpr@healthybluel.com">lainterpr@healthybluel.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:TPLInquiries@louisianahealthconnections.com">TPLInquiries@louisianahealthconnections.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  Phone: 1-855-242-0802</p>	<p><del><b>UnitedHealthcare Community Plan</b></del></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><del>Email:</del>  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><del>Fax: 1-877-324-0553</del></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>  —*Learning course for UHC online reconsiderations: <a href="#">Claims - How To Submit Electronic Reconsideration Requests and Appeal/Disputes</a></p>
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**\*\*Effective April 1, 2026, UnitedHealthcare’s (UHC) contract with the Louisiana Department of Health (LDH) ended, and all members assigned to UHC were reassigned to new MCOs. Providers should contact the members’ new MCO for TPL updates, regardless of dates of service. For additional details regarding the UHC transition, refer to Informational Bulletin 26-3: [https://ldh.la.gov/assets/docs/BayouHealth/Informational\\_Bulletins/2026/IB2603\\_revised\\_03.06.26.pdf](https://ldh.la.gov/assets/docs/BayouHealth/Informational_Bulletins/2026/IB2603_revised_03.06.26.pdf).**

For additional details, please review [Informational Bulletin 25-19 \(Revised 4.22.26\)](#).

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