Louisiana Department of Health Informational Bulletin

AmeriHealth Caritas Louisiana

To: AmeriHealth Caritas Louisiana Providers

Date: October 20, 2026

Subject: Informational Bulletin 25-19: Private TPL and Medicare Advantage Plan Update Request Change (Revised October 14, 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 remind 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**.

United Healthcare's information was deleted from IB 25-19, revision **October 14, 2026**.

For MCO-Specific Questions		
Healthy Blue	**AmeriHealth Caritas**	**Humana Healthy Horizons**
Email: ccuohi@healthybluela.com (TPL updates) lainterpr@healthybluela.com (escalations/resolutions) Phone: 1-844-521-6942	Email: tpl@amerihealthcaritas.com Fax: 1-215-863-5423 Phone: 1-888-922-0007	Email: MedicaidTPLCOB@humana.com Fax: 1-502-508-6196 Phone: 1-800-448-3810

Louisiana Healthcare Connections	Aetna Better Health
Email: TPLInquiries@louisianahealthconnect.com	Email: SO-PIAB-MedicaidCOBIntegrity@aetna.com

(general TPL update requests) Phone: 1-866-595-8133 – urgent TPL requests (pharmacy-related or access immediate care)	Fax: 1-844-479-2590 Phone: 1-855-242-0802

For additional details, please review Informational Bulletin 25-19 (Revised 10.14.26).

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.