



Louisiana Department of Health
Informational Bulletin 16-15
Revised January 17, 2023

Private Third Party Liability and Medicare Advantage Plan Update Request Change

Effective Sept. 1, 2016, Medicaid will streamline the process for providing member Third Party Liability (TPL) record updates. The following changes aim to increase access to care for Medicaid beneficiaries while providing a more administratively efficient and consistent process for providers.

General Private TPL and Medicare Advantage Plan Update Requests

- Providers must submit all private TPL and Medicare Advantage Plan general update requests to HMS.
- Providers must discontinue submitting general, private TPL and Medicare Advantage Plan updates to Healthy Louisiana managed care organizations (MCO) and the Louisiana Department of Health (LDH).
- Private TPL and Medicare Advantage Plan general update requests sent to MCOs and LDH on Sept. 1, 2016 and beyond will not be processed.

All general private TPL and Medicare Advantage Plan update requests must be submitted to HMS via fax, email or phone.

Fax: 1 (877) 204-1325

Email: latpr@gainwelltechnologies.com

Email: latpr@hms.com

Phone: 1 (877) 204-1324

HMS hours of operation: Monday through Friday, 8 a.m. – 5 p.m. Louisiana state holidays are excluded.

Private TPL and Medicare Advantage Plan Update Request Change Forms can be found here:
https://www.lamedicaid.com/ProvWeb1/ProviderTraining/Packets/2008ProviderTrainingMaterials/Recipient_Insurance_Update.pdf

Questions concerning HMS updates should be addressed to HMS at 1 (877) 204-1324.

Urgent Private TPL and Urgent Medicare Advantage Plan Update Requests

Beginning September 1, 2016:

- Providers must submit urgent TPL requests for members who are enrolled with a Healthy Louisiana MCO for pharmacy and medical benefits to the member's Healthy Louisiana MCO.
- Providers must submit urgent TPL requests for members who are enrolled with fee-for-service (legacy) Medicaid for pharmacy and medical benefits to HMS, using the above contact information.

LDH defines urgent TPL requests as the inability of a member to either have a prescription filled or access immediate care because of incorrect third party insurance coverage. All other requests are considered "general" TPL update requests.

Urgent TPL requests for members enrolled with Healthy Louisiana MCOs for pharmacy and medical benefits must be submitted to the member's MCO via fax, email or phone using the contacts below.

PLAN	PHONE	FAX	EMAIL	PREFERRED METHOD
Aetna Better Health	1-855-242-0802	1-844-479-2590	SO-PIAB-MedicaidCOBIntegrity@aetna.com Mailbox-MCU-LA-Enrollment@aetna.com	EMAIL
AmeriHealth Caritas	1-888-922-0007	1-215-863-5221	TPL@amerihealthcaritas.com	PHONE
Healthy Blue	1-844-521-6942	None	ccuohi@healthybluela.com	PHONE
<u>Humana</u>	<u>1-800-448-3810</u>	<u>1-888-305-7974</u>	MedicaidTPLCOB@humana.com	<u>EMAIL</u>
Louisiana Healthcare Connections	1-866-595-8133	1-844-316-0290	OICRequest@centene.com	EMAIL
United Healthcare Community Plan	1-866-675-1607	None	PI_COB_research@uhc.com	EMAIL

Traditional Medicare Update Requests:

All TPL update requests for **traditional Medicare** should continue to be submitted to LDH via email, fax or phone.

Email: tpl.inquiries@la.gov

Fax: (225) 389-2709

Phone: (225) 342-4510

Traditional Medicare update request forms can be found here:

<http://www.lamedicaid.com/ProvWeb1/ProviderTraining/TraditionalMedicare.pdf>

Questions concerning traditional Medicare updates should be addressed to the LDH TPL unit at (225) 342-4510 ~~225-342-8662~~. TPL hours of operation are 8 a.m. – 4:30 p.m. Louisiana state holidays are excluded.