



Louisiana Department of Health
Informational Bulletin 25-19
Revised August 28, 2025

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

Louisiana Healthcare Connections	Aetna Better Health	UnitedHealthcare Community Plan
Email: LHCC_MemberAdvocate@CENTENE.COM – general TPL update requests Phone: 1-866-595-8133 – urgent TPL requests (pharmacy-related or access immediate care)	Email: SO-PIAB-MedicaidCOBIntegrity@aetna.com Fax: 1-844-479-2590 Phone: 1-855-242-0802	Online: Submit claim reconsideration at www.uhcprovider.com, attaching documentation from other insurance carrier.* Email: Submit completed LDH Recipient Insurance Update.pdf form to UHC_LA_TPL_Assist@uhc.com. Fax: 1-877-324-0553 Phone: 1-866-675-1607 Urgent Requests (member waiting at pharmacy): Email PI_COB_research@uhc.com *Learning course for UHC online reconsiderations: Claims - How To Submit Electronic Reconsideration Requests and Appeal/Disputes

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
- **Urgent TPL Requests for Fee For Service:** 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 for 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
- **Fax:** (225) 389-2709
- **Phone:** (225) 342-4510
- **Hours:** Monday through Friday, 8:00 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.