



August 28, 2025

OVERVIEW:

Louisiana Department of Health has updated [Informational Bulletin 25-19: Private TPL and Medicare Advantage Plan Update Request Change](#). Additions are underlined. Deleted text is indicated by ~~strike through~~.

Summary of bulletin:

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) such as ABHLA, 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>Healthy Blue</p> <p>Email: ccuohi@healthybluella.com (TPL updates)</p> <p>lainterpr@healthybluella.com (escalations/resolutions)</p> <p>Phone: 1-844-521-6942</p>	<p>AmeriHealth Caritas</p> <p>Email: tpl@amerihealthcaritas.com</p> <p>Fax: 1-215-863-5423</p> <p>Phone: 1-888-922-0007</p>	<p>Humana Healthy Horizons</p> <p>Email: MedicaidTPLCOB@humana.com</p> <p>Fax: 1-502-508-6196</p> <p>Phone: 1-800-448-3810</p>
<p>Louisiana Healthcare Connections</p> <p>Email: LHCC_MemberAdvocate@CENTENE.COM – general TPL update requests</p> <p>Phone: 1-866-595-8133 – urgent TPL requests (pharmacy-related or access immediate care)</p>	<p>Aetna Better Health</p> <p>Email: SO-PIAB-MedicaidCOBIntegrity@aetna.com</p> <p>Fax: 1-844-479-2590</p> <p>Phone: 1-855-242-0802</p>	<p>UnitedHealthcare Community Plan</p> <p>Online: Submit claim reconsideration at www.uhcprovider.com, attaching documentation from other insurance carrier.*</p> <p>Email: Submit completed LDH Recipient_Insurance_Update.pdf form to UHC_LA_TPL_Assist@uhc.com.</p> <p>Phone: 1-866-675-1607</p> <p>Urgent Requests (member waiting at pharmacy): Email PI_COB_research@uhc.com</p>

		*Learning course for UHC online reconsiderations: Claims - How To Submit Electronic Reconsideration Requests and Appeal/Disputes
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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 in 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 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.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.