



Louisiana Department of Health
Informational Bulletin 25-19
Revised April 22, 2026

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) ainterpr@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

<p>Louisiana Healthcare Connections</p> <p>Email: TPLinquiries@louisianahealthconnect.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-PIABMedicaidCOBIntegrity@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>Fax: 1-877-324-0553</p> <p>Phone: 1-866-675-1607</p> <p>Urgent Requests (member waiting at pharmacy): Email PL_COB_research@uhc.com</p> <p>*Learning course for UHC online reconsiderations: Claims – How To Submit Electronic Reconsideration Requests and Appeal/Disputes</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/IB26-03_revised_03.06.26.pdf.

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 **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](#).

Questions regarding TPL can be directed to tpl.inquiries@la.gov.