

Provider Notice

The Louisiana Department of Health has issued the following:
Informational Bulletin 16-15
Revised February 20, 2025

Private Third-Party Liability and Medicare Advantage Plan Update Request Change

Effective September 1, 2016, Medicaid has streamlined 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 may submit all private TPL and Medicare Advantage Plan updates to HMS, the Louisiana Department of Health (LDH) TPL vendor.

- 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 can be submitted to HMS via the TPL Portal, fax, email or phone.

Fax: (877) 204-1325

Email: latpr@gainwelltechnologies.com

Phone: (877) 204-1324

State personnel, providers, and partners can access the TPL Portal at the following URL:

<https://tplportal.hms.com/?ClientCd=LA>

For any questions on logging into the TPL Portal, or requesting credentials, refer to the User Manual at: **https://www.lamedicaid.com/Provweb1/Forms/UserGuides/TPL_Portal_User_Manual_External.pdf**.

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 (877) 204-1324.
HMS hours of operation: Monday through Friday, 8 a.m. – 5 p.m. Louisiana state holidays are excluded.

Urgent Private TPL and Urgent Medicare Advantage Plan Update Requests

Beginning September 1, 2016:

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

- Providers must submit urgent TPL requests for members 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, and PREFERRED METHOD:

Aetna Better Health, Phone: 1-855-242-0802 Fax: 1-844-479-2590 SO-PIAB-MedicaidCOBIntegrity@aetna.com

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

Humana 1-800-448-3810 1-502-508-6196 MedicaidTPLCOB@humana.com EMAIL

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

Escalations:

For escalated requests, submit the TPL information to the LDH TPL Unit. Escalation requests are:

- After five business days, when a provider has sent a request to add, term, or change policy to HMS and the policy has not changed in the BTPL Portal
- Pharmacy, awaiting add/term/or change request
- Emergency updates due to awaiting immediate medical care to add, term or change a policy
- Traditional Medicare updates

Traditional Medicare Update Requests:

All TPL escalation requests can 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>

Revisions are underlined. Deleted text noted by strikethrough.

Thank you for all that you do to support the members of CSoC.

Magellan of Louisiana