

Louisiana Department of Health Informational Bulletin



To: AmeriHealth Caritas Louisiana Providers

Date: December 19, 2024

Subject: [Informational Bulletin 24-46](#): New Third-Party Liability Portal
Functionality: BTPL Search

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

New Third-Party Liability Portal Functionality: BTPL Search

On **November 12, 2024**, the Louisiana Department of Health/Gainwell Technologies Health Management Systems Third Party Liability (LDH GWT-HMS TPL) Portal had a major enhancement. This enhancement provides users the ability to search the Beneficiary Third Party Liability (BTPL) Database for current data.

BTPL Search

This feature allows users to perform a search of the BTPL Database. Search results will return all TPL policies for searched member(s) where Medicaid and TPL Policy is active, or the Medicaid eligibility end date, and the TPL policy end date is within the last three years.

TPL Portal Access and Additional Support

For any additional information on this new search functionality, logging into the TPL Portal or requesting credentials, refer to the User Manual at [TPL Portal User Manual for Providers and Partners](#).

For questions, contact the LDH TPL Unit at (225) 342-4510 or by email at tpl.inquiries@la.gov.

For full details, please see [Informational Bulletin 24-46](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached daily between 7:00 am – 7:00 pm.