

To: AmeriHealth Caritas Louisiana Providers

Date: January 15, 2025

Subject: [Informational Bulletin 25-01](#): Third Party Liability Portal – Third Party Referral Module

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

Third Party Liability Portal – Third Party Referral Module

AmeriHealth Caritas Louisiana would like to inform you that the Louisiana Department of Health/Gainwell Technologies Health Management Systems Third Party Liability Portal (LDH GWT-HMS TPL Portal) was enhanced with Third Party Referral (TPR) component functionality on **December 16, 2024**. This new TPR component added significant features to the current self-service options available to both providers and state partners (such as managed care entities) by allowing authorized users the ability to:

1. Submit a new lead request.
2. Submit a reverification request.
3. Track the status of submitted new lead and verification requests.

This functionality provides greater transparency, more efficient submission of new lead and reverification requests, and an at-a-glance view of the status of submitted requests. New lead and reverification requests submitted have a five-business-day turnaround time and are considered routine, non-escalation requests.

The TPR component should not be used to submit escalation requests associated with immediate need for access to care or pharmacy awaiting since they have a four-business-hour turnaround time. The TPR component also should not be used for updating scope of coverage (SOC) 01 (major medical) to 27 (major medical without maternity benefits) on an existing policy through reverification requests, or for adding a policy with a SOC of 27 (major medical without maternity benefits) through a new lead request. For these items, users should continue completing a “Louisiana Department of Health – Medicaid Recipient Insurance Information Update” form found at https://www.lamedicaid.com/provweb1/ProviderTraining/Packets/2008ProviderTrainingMaterials/Recipient_Insurance_Update.pdf.

For escalations, submit the completed form to latprescalations@gainwelltechnologies.com or by fax to 1-877-204-1325.

Support

For additional information including the access to the TPR component of the TPL portal, please refer to the updated user manual available here: [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 25-01](#).

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.

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