
To: AmeriHealth Caritas Louisiana Providers

Date: February 25, 2025

Subject: **Informational Bulletin 16-15: Private Third-Party Liability and Medicare Advantage Plan Update Request Change (Revised February 20, 2025)**

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

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

AmeriHealth Caritas Louisiana would like to inform you that 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.

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](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](https://www.lamedicaid.com/ProvWeb1/ProviderTraining/Packets/2008ProviderTrainingMaterials/Recipient%20Insurance%20Update.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

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

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.

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

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>.

For additional details, please review [Informational Bulletin 16-15 revised February 20, 2025](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#). The Provider Service Department can be reached daily between 7:00 am and 7:00 pm daily.

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network@amerihealthcaritasla.com.