



## Private TPL and Medicare Advantage Plan Update Request Change

UnitedHealthcare Community Plan is sharing [IB: 25-19 Private TPL and Medicare Advantage Plan Update Request Change](#) on behalf of the Louisiana Department of Health. Effective August 1, 2025, providers must follow new guidelines for updating Medicaid members' insurance information, as outlined in Act 293. Providers must contact the members' Managed Care Organization (MCO) directly to update or correct TPL information.

| For MCO Specific Questions   |  |  |
|--|--|--|
| Aetna Better Health<br>Email: <a href="mailto:SO-PIAB-MedicaidCOBIntegrity@aetna.com">SO-PIAB-MedicaidCOBIntegrity@aetna.com</a><br><br>Fax: 1-844-479-2590<br><br>Phone: 1-855-242-0802 | AmeriHealth Caritas<br>Email: <a href="mailto:tpl@amerihealthcaritas.com">tpl@amerihealthcaritas.com</a><br><br>Fax: 1-215-863-5423<br><br>Phone: 1-888-922-0007   | Healthy Blue<br>Email: <a href="mailto:ccuohi@healthybluelua.com">ccuohi@healthybluelua.com</a> (TPL updates)<br><br><a href="mailto:lainterpr@healthybluelua.com">lainterpr@healthybluelua.com</a> (escalations/resolutions)<br><br>Phone: 1-844-521-6942 |
| Humana Healthy Horizons<br><br>Email: <a href="mailto:MedicaidTPLCOB@humana.com">MedicaidTPLCOB@humana.com</a><br><br>Fax: 1-502-508-6196<br>Phone: 1-800-448-3810                       | Louisiana Healthcare Connections<br>Email: <a href="mailto:TPLInquiries@louisianahealthconnect.com">TPLInquiries@louisianahealthconnect.com</a> – general TPL update requests<br><br>Phone: 1-866-595-8133 – urgent TPL requests (pharmacy-related or access immediate care) |  |

Note: 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 Important Information Regarding Unitedhealthcare Transition](#)

### For Fee-for-Service (Legacy Medicaid) Members

Contact HMS (Health Management Systems) for TPL updates.

- Email: [latpr@gainwelltechnologies.com](mailto:latpr@gainwelltechnologies.com)
- Fax: (877) 204-1325
- Phone: (877) 204-1324
- Urgent Requests: [latprescalations@gainwelltechnologies.com](mailto:latprescalations@gainwelltechnologies.com)

## For Traditional Medicare

Submit updates to the LDH TPL Unit.

Escalate if:

- No update appears in MEVS after 5 business days
- Pharmacy issues persist after 4 hours • Emergency care is delayed

Contact LDH TPL Unit:

- Email: [tpl.inquiries@la.gov](mailto:tpl.inquiries@la.gov)
- Fax: (225) 389-2709
- Phone: (225) 342-4510

## Urgent TPL Requests

Urgent requests involve situations where a member:

- Can't fill prescriptions
- Can't access immediate care due to incorrect insurance info

## Forms

- [Private Insurance & Medicare Advantage Update Form](#)
- [Traditional Medicare Update Form](#)

For more information, please see [Informational Bulletin 25-19 Private TPL and Medicare Advantage Plan Update Request Change](#).

For questions or concerns regarding this bulletin, please contact the member's new MCO.