



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

UnitedHealthcare Community Plan of Louisiana (UHC) is sharing [Informational Bulletin 16-15](#) on behalf of the Louisiana Department of Health (LDH). LDH has revised the process for updating member Third Party Liability (TPL) records. Key changes include:

1. **Centralized Submission:** Providers must now submit all private TPL and Medicare Advantage Plan updates directly to HMS, the LDH TPL vendor.
2. **Submission Methods:** Providers can submit updates via the TPL Portal, fax, email, or phone.
Fax: (877) 204-1325
Email: latpr@gainwelltechnologies.com
Phone: (877) 204-1324
3. **Urgent Requests:** Urgent TPL must be submitted to HMS using the provided 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.
4. **Escalated Request:** 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

These changes aim to increase access to care for Medicaid beneficiaries and create a more efficient and consistent process for providers.

LDH has published Informational Bulletin 16-15 for your reference [IB16-15_revised_2.20.25.pdf](#).