

Network Notification – Humana
 Healthy Horizons in Louisiana

Notice date: April 22, 2026
To: Humana Healthy Horizons® in Louisiana provider network
From: Humana Healthy Horizons in Louisiana
Subject: IB 25-19 Private TPL and Medicare Advantage Plan Update Request
 Change Revised

Effective August 1, 2025, the process for updating Third Party Liability (TPL) for Medicaid members will change to align with Act 293 of the 2025 regular legislative session. Third Party Liability Updates for Managed Care Members For Medicaid members enrolled in a managed care organization (MCO), providers must contact the member’s specific MCO to add or update TPL information. Contact information for each MCO is provided below.

For MCO-Specific Questions		
<p>Healthy Blue</p> <p>Email: ccuohi@healthyblueela.com (TPL updates)</p> <p>lainterpr@healthyblueela.com (escalations/resolutions)</p> <p>Phone: 1-844-521-6942</p>	<p>AmeriHealth Caritas</p> <p>Email: tpl@amerihealthcaritas.com</p> <p>Fax: 1-215-863-5423</p> <p>Phone: 1-888-922-0007</p>	<p>Humana Healthy Horizons</p> <p>Email: MedicaidTPLCOB@humana.com</p> <p>Fax: 1-502-508-6196</p> <p>Phone: 1-800-448-3810</p>

Louisiana Healthcare Connections	Aetna Better Health	UnitedHealthcare Community Plan
Email: TPLInquiries@louisianahealthconnect.com – general TPL update requests	Email: SO-PIABMedicaidCOBIntegrity@aetna.com	Online: Submit claim reconsideration at www.uhcprovider.com , attaching documentation from other insurance carrier.*
Phone: 1-866-595-8133 – urgent TPL requests (pharmacy-related or access immediate care)	Fax: 1-844-479-2590	Email: Submit completed LDH- Recipient Insurance Update.pdf form to UHC_LA_TPL_Assist@uhc.com .
	Phone: 1-855-242-0802	Fax: 1 877 324 0553
		Phone: 1 866 675 1607
		Urgent Requests (member waiting at pharmacy): Email PI_COB_research@uhc.com
		*Learning course for UHC online reconsiderations: Claims – How To Submit Electronic Reconsideration Requests and Appeal/Disputes

**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: https://ldh.la.gov/assets/docs/BayouHealth/Informational_Bulletins/2026/IB26-03_revised_03.06.26.pdf.

Third Party Liability Updates for Fee-for-Service Beneficiaries

For beneficiaries receiving fee-for-service Medicaid, please contact HMS to add or update TPL records.

HMS Contact Information:

- Fax: (877) 204-1325
- Email: latpr@gainwelltechnologies.com
- Urgent TPL Requests for Fee For Service: latprescalations@gainwelltechnologies.com
- Phone: (877) 204-1324
- Hours: Monday through Friday, 8 a.m. – 5 p.m. (excluding Louisiana state holidays).

Traditional Medicare Updates and TPL Escalations

All TPL update requests for traditional Medicare should be submitted to the Louisiana Department of Health (LDH) TPL Unit via email, fax or phone.

Escalation requests may also be sent to this unit in the following situations:

- More than 5 business days have passed since the initial request, and the change is not reflected in the Medicaid Eligibility Verification System (MEVS).
- Urgent pharmacy requests that have not been resolved in 4 business hours.
- Emergency updates needed to ensure immediate medical care access. LDH TPL Unit

Contact Information

- Email: tpl.inquiries@la.gov
- Fax: (225) 389-2709
- Phone: (225) 342-4510
- Hours: Monday through Friday, 8 a.m. – 4:30 p.m. (excluding Louisiana state holidays)

Urgent Private TPL and Urgent Medicare Advantage Plan Update Requests Urgent TPL requests should be submitted as follows:

- Managed care members: Contact the member's MCO.
- Fee-for-service beneficiaries (Legacy Medicaid): Contact HMS using the information above. Urgent TPL requests are defined as the inability of a member to have a prescription filled or the inability of a member to access immediate care because of incorrect third-party insurance coverage.

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.

The Traditional Medicare Update Form can be found here:

<https://www.lamedicaid.com/ProvWeb1/ProviderTraining/TraditionalMedicare.pdf>.

Please send any questions regarding TPL to tpl.inquiries@la.gov