

Network Notification – Humana Healthy Horizons in Louisiana

Notice date: February 20, 2025
To: Humana Healthy Horizons® in Louisiana provider network
From: Humana Healthy Horizons in Louisiana
Subject: Informational Bulletin 16-15 Revised: Private Third-Party Liability and Medicare Advantage Plan Update Request Change

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: **1-877-204-1325**

Email: **latpr@gainwelltechnologies.com**

Phone: **1-877-204-1324**

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

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:

www.lamedicaid.com/ProvWeb1/ProviderTraining/Packets/2008ProviderTrainingMaterials/Recipient_Insurance_Update.pdf.

Questions concerning HMS updates should be addressed to HMS at **1-877-204-1324**. HMS hours of operation: Monday through Friday, 8 a.m. – 5 p.m., Louisiana state holidays are excluded.

Humana Healthy Horizons in Louisiana is a Medicaid Product of Humana Health Benefit Plan of Louisiana, Inc.

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Urgent Private TPL and Urgent Medicare Advantage Plan Update Requests

Providers should submit all urgent TPL requests for members who are enrolled with a Healthy Louisiana MCO 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: **1-225-389-2709**

Phone: **1-225-342-4510**

Traditional Medicare update request forms can be found here:

www.lamedicaid.com/ProvWeb1/ProviderTraining/TraditionalMedicare.pdf.