

## Network Notification – Humana Healthy Horizons in Louisiana

**Notice date:** October 29, 2024  
**To:** Humana Healthy Horizons® in Louisiana provider network  
**From:** Humana Healthy Horizons in Louisiana  
**Subject:** Informational Bulletin 24-40: Carrier Code Management (CCM)

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Effective September 9, 2024, the Louisiana Department of Health/Gainwell Technologies-Health Management Systems Third Party Liability Portal (LDH GWT-HMS TPL Portal) will be available to both providers and state partners (such as managed care entities), allowing authorized users the ability to:

1. Submit a request to add a new carrier code.
2. Download a list of active LDH carrier codes.

Should a change or modification of an existing carrier code be necessary, send a request via email to [lacarriercode@gainwelltechnologies.com](mailto:lacarriercode@gainwelltechnologies.com).

### Requesting Credentials

The TPL Portal has been integrated with the [LaMedicaid.com](https://www.lamedicaid.com) Provider Portal. The system will allow users to utilize their existing LaMedicaid Provider Portal credentials to log in to the TPL Portal. Therefore, users who already have a provider I.D., NPI, login I.D. and password for accessing the LaMedicaid.com Provider Portal can skip this “Requesting Credentials” section and proceed to the “Logging into the TPL Portal” section.

Link to the LaMedicaid.com Provider Portal: [www.lamedicaid.com/account/login.aspx](https://www.lamedicaid.com/account/login.aspx).

Users who do not already have an active account to access to the LaMedicaid.com Provider Portal can request credentials via LaMedicaid.com Provider Enrollment: [www.lamedicaid.com/provweb1/Provider\\_Enrollment/newenrollments.htm](https://www.lamedicaid.com/provweb1/Provider_Enrollment/newenrollments.htm).

If you experience any issue with your credentials or logging in to the TPL Portal, please contact the Gainwell Helpdesk by calling 1-844-715-4357.

## Logging In to the TPL Portal

The TPL Portal can be found using the following URL: <https://tplportal.hms.com/?ClientCd=LA>.

Once logged in, users can navigate to the Carrier Code Management Module. The options presented are:

1) **Download Active Carrier Codes list** (See figure 1)

File types offered are:

- a. text file,
- b. Excel spreadsheet, **and**
- c. Portable document format.

Figure 1: TPL Portal Carrier Code Management



2) **Add Carrier Code** (located in left navigation bar) When requesting the addition of a new carrier code, it is important to first make sure the carrier is not already on the carrier code file. Please be sure to look for the carrier by name and/or address. If Gainwell LA Carrier Code Management determines the carrier already exists, the request to add the new carrier will be denied. In addition, all email communication with individuals who request the addition of a new carrier will be via the Gainwell LA Carrier Code Management group email address: [laCarriercode@gainwelltechnologies.com](mailto:laCarriercode@gainwelltechnologies.com).

Once a request is submitted, an email containing the details of the request is sent to Gainwell LA Carrier Code Management for research, and a determination will be made on whether carrier should be added. The user will receive an email with the status of the request that will either confirm the addition of the carrier or explain why the carrier could not be added.

For additional information on logging in to the TPL Portal, requesting credentials or carrier code management, refer to the User Manual that is available on the LDH website 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)