

Network Notification – Humana Healthy Horizons in Louisiana

Notice date: May 4, 2023
To: Humana Healthy Horizons® in Louisiana Provider Network
From: Humana Healthy Horizons in Louisiana
Subject: Private third-party liability and Medicaid Advantage Plan request change information

For urgent member Third Party Liability (TPL) record updates, please:

- Email us at MedicaidTPLCOB@humana.com, or
- Call us at 1-800-448-3810, or
- Fax us at 1-502-508-6196

Email is our preferred methods for receiving urgent TPL record updates.

Urgent TPL requests, according to the Louisiana Department of Health (LDH), can be submitted when one of your patients with Medicaid coverage cannot fill a prescription or access immediate medical care due to incorrect third-party insurance coverage. All other TPL-related requests, per LDH, are considered “general.”

To submit general private TPL and Medicare Advantage Plan update requests, please complete and submit a private TPL and Medicare Advantage Plan update request change form to the Health Management Systems (HMS) by:

- Faxing 1-877-204-1325, or
- Emailing latpr@gainwelltechnologies.com, or
- Calling 1-877-204-1324, Monday – Friday, from 8 a.m. – 5 p.m.

Please note that HMS is closed on Louisiana state holidays.

[Download a private TPL and Medicare Advantage Plan update request change form.](#)