



Private TPL and Medicare Advantage Plan Update Request Change

UnitedHealthcare Community Plan is sharing [IB: 25-19 Private TPL and Medicare Advantage Plan Update Request Change](#) on behalf of the Louisiana Department of Health.

Effective August 1, 2025, providers must follow new guidelines for updating Medicaid members' insurance information, as outlined in Act 293. Providers must contact the members' Managed Care Organization (MCO) directly to update or correct TPL information.

For MCO-Specific Questions		
Aetna Better Health Email: SO-PIABMedicaidCOBIntegrity@aetna.com Fax: 1-844-479-2590 Phone: 1-855-242-0802	AmeriHealth Caritas Email: tpl@amerihealthcaritas.com Fax: 1-215-863-5423 Phone: 1-888-922-0007	Healthy Blue Email: ccuohi@healthybluel.com (TPL updates) lainterpr@healthybluel.com (escalations/resolutions) Phone: 1-844-521-6942
Humana Healthy Horizons Email: MedicaidTPLCOB@humana.com Fax: 1-502-508-6196 Phone: 1-800-448-3810	Louisiana Healthcare Connections Email: LHCC_MemberAdvocate@CENTENE.COM – general TPL update requests Phone: 1-866-595-8133 – urgent TPL requests (pharmacy-related or access immediate care)	UnitedHealthcare Community Plan Online: Submit claim reconsideration at www.uhcprovider.com, attaching documentation from other insurance carrier. Email: Submit completed LDH Recipient Insurance Update.pdf form to UHC_LA_TPL_Assist@uhc.com. Phone: 1-866-675-1607 Urgent Requests (member waiting at pharmacy): Email COB_research@uhc.com

For Fee-for-Service (Legacy Medicaid) Members

Contact HMS (Health Management Systems) for TPL updates.

- Email: latpr@gainwelltechnologies.com
- Fax: (877) 204-1325
- Urgent Requests: (877) 204-1324 or latprescalations@gainwelltechnologies.com

For Traditional Medicare

Submit updates to the LDH TPL Unit.

Escalate if:

- No update appears in MEVS after 5 business days
- Pharmacy issues persist after 4 hours
- Emergency care is delayed

Contact LDH TPL Unit:

- Email: tpl.inquiries@la.gov
- Fax: (225) 389-2709
- Phone: (225) 342-4510

Urgent TPL Requests

Urgent requests involve situations where a member:

- Can't fill prescriptions
- Can't access immediate care due to incorrect insurance info

Forms

- Private Insurance & Medicare Advantage Update Form
- Traditional Medicare Update Form

LDH has published Informational Bulletin 25-19 for your reference [IB25-19 revised 08.01.25.pdf](#).

For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.