ATTENTION ALL PROVIDERS
MANAGING UPDATES TO ENROLLEES' TPL FILES

Effective immediately, to update a Medicaid enrollee's Third Party Liability (TPL) file, providers should use the current version of the following forms, as appropriate:

❖ [Medicaid Recipient Insurance Information Update-Private Insurance Plans and Medicare Advantage Plans](#)
   - **To update private insurance and Medicare advantage coverage on an enrollee's TPL file,** providers may fax this form to the enrollee's current Bayou Health Plan (BYU Plan). This also applies to those currently enrolled in a plan for behavioral health services only.
   - **If the member has medical insurance information on file and it differs from the information the provider has,** the provider must report the information by either calling or faxing this form directly to the BYU plan at the number listed below:

PLAN	FAX	PHONE	PREFERRED METHOD
Amerihealth Caritas LA	215-863-5221	888-922-0007	Call
Aetna Better Health	844-479-2590	855-242-0802	Fax
Amerigroup	855-363-0727	800-454-3730	Fax
LA Healthcare Connections	866-768-9374	866-595-8133	Call
United Healthcare	877-324-8202	866-675-1607	Call

   - **If the patient is enrolled in FFS Medicaid only (not enrolled in Bayou Health) and submission of this form is necessary,** it should be faxed to DHH at 225-342-1376.

❖ [Medicaid Recipient Insurance Information Update Form-Traditional Medicare Only](#)
   - **To update traditional Medicare on an enrollee's TPL file,** providers should fax the form to DHH at 225-342-1376. This includes Medicaid enrollees who are not in a Bayou Health plan, as well as those only in a Bayou Health plan for behavior health services.

Note: If medical insurance is missing on a file, the claim should include the medical insurance information and should be submitted to the BYU Health plan as secondary. The BYU plan will process the claim accordingly as the secondary payer and add the TPL information to the file for future claims.

To access the current version of both forms listed above:
   ➢ Go to the www.lamedicaid.com website.
   ➢ Click on **Forms/Files/User Manuals** on the left navigational bar.
   ➢ Click on **Online Forms**.
   ➢ Scroll down to the forms referenced above, and select the appropriate form as described in the table next to the form itself.
   ➢ Complete the form, print it, and fax it to the appropriate BYU Health plan or DHH (as explained above).
   Note: As of July 1, 2015, DHH no longer forwards TPL update forms to the plans.