



April 2017

We're Restarting Coordination of Benefits and Third Party Liability Claim Recoupments

When Medicaid changed the process for third-party liability (TPL) record updates on Sept. 1, 2016, we quickly found an issue that generated invalid claim recoupment notifications to care providers. At that point, we put all TPL coordination of benefit claim recoupments on hold while we worked with the Louisiana Department of Health and HMS to correct the issue. HMS informs us that they have corrected the issue.

What this Means to You

Effectively immediately, we're restarting our TPL coordination of benefits recoupments. We want to be sure there aren't any invalid notifications this time, so we'll be comparing our TPL information with the data in the Louisiana Department of Health's Medicaid Eligibility Verification System for each recoupment.

How to Submit TPL Record Updates

As a refresher, this TPL process requires:

- Care providers submit all private insurance carrier TPL and Medicare Advantage plan general update requests to HMS
- Care providers submit all urgent TPL requests for members enrolled with fee-for-service for pharmacy and medical benefits to HMS.

Please send all regular and non-urgent TPL update requests directly to HMS:

- Fax: **877-204-1325**
- Email: latpr@hms.com

Please contact us with urgent TPL update requests for members enrolled with UnitedHealthcare Community Plan for medical and pharmacy benefits:

- Phone: **866-675-1607**
- Email: PI_COB_research@uhc.com

If you have questions, please contact us at **866-675-1607**. You can contact HMS at **877-204-1324** or latpr@hms.com. Thank you.