



ATTENTION ALL PROVIDERS MANAGING TPL UPDATES TO RECIPIENT FILES

All providers should now use the current TPL update form entitled “Medicaid Recipient Insurance Information Update” form, located at www.lamedicaid.com. Directions for locating the form are provided below. Providers should fax the form to the correct Bayou Health Plan (BHP) for each Medicaid recipient.

Beginning July 1, 2015, the Department of Health and Hospitals (DHH) will no longer forward the TPL update forms received on Bayou Health Plan recipients to the applicable Bayou Health Plan (BHP).

If there is no medical insurance on the DHH/BHP file for the member, submit the claim to the BHP as secondary with the medical insurance information. The Bayou Health Plan will process the claim accordingly as the secondary payer and add the TPL information to the BHP/DHH file for future claims.

If the member has medical insurance information on the DHH/BHP file and it differs from the information that the PROVIDER has, the PROVIDER must submit the medical insurance information in which the member is enrolled and call the BHP call center or fax the TPL update form directly to the BHP for TPL updates to occur.

Plan	Fax	Phone	Preferred Method
Amerihealth Caritas LA	1-215-863-5221	1-888-922-0007	Call
Aetna Better Health	1-844-479-2590	1-855-242-0802	Fax
Amerigroup	1-855-363-0727	1-800-454-3730	Fax
LA Healthcare Conn	1-866-768-9374	1-866-595-8133	Call
United Healthcare	1-877-324-8202	1-866-675-1607	Call

If the recipient is still enrolled in traditional Medicaid (no BHP managed care plan), the form should be faxed to DHH.

	Fax	Phone	Preferred Method
DHH	1-225-342-1376	225-342-8662	Fax

All previous forms are now obsolete and should no longer be submitted.

The new form can be found at <http://www.lamedicaid.com> Click on **Forms/Files/User Manuals** on the left navigational bar. Then, click on **Online Forms**. Scroll down to **Medicaid Recipient Insurance Information Update Form - Private Insurance Plans and Medicare Advantage Plans**. Fill in form, print and fax to the plan or DHH.