
To: AmeriHealth Caritas Louisiana Providers

Date: October 20, 2026

Subject: [Informational Bulletin 26-16](#): Third Party Liability (TPL) Vendor Transition

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

Third Party Liability (TPL) Vendor Transition

AmeriHealth Caritas Louisiana would like to inform you that LDH's current third-party liability (TPL) vendor, Health Management Systems (HMS), has concluded its TPL services contract effective **September 30, 2026**. On **October 1, 2026**, LDH transitioned the TPL vendor services to Accenture LLP.

This vendor transition does not change the current process for submitting TPL updates for Medicaid members enrolled in a managed care organization (MCO).

LaHIPP Services

LDH's current LaHIPP services provided through HMS has ended effective **September 30, 2026**.

Additional information regarding the appropriate contacts for LaHIPP-related questions and claims is provided below.

Third Party Liability Updates for Managed Care Members

Providers and Medicaid members should continue to submit TPL update requests for managed care members directly to the MCO to which the member is assigned.

AmeriHealth Caritas Louisiana is responsible for processing TPL updates for its members and ensuring the appropriate information is updated through the applicable systems and processes.

MCO contact information can be found in LDH Informational Bulletin 25-19, Revised April 22, 2026: [Informational Bulletin 25-19 – Revised April 22, 2026](#).

Providers and members should not submit routine managed care TPL updates directly to the LDH TPL Unit.

Fee-for-Service (FFS) TPL Updates

During the transition from HMS to Accenture LLP, all TPL update requests for fee-for-service (FFS) Medicaid beneficiaries should be submitted to the LDH TPL Unit until further notice. This temporary process is intended to support continuity of TPL updates while the new vendor completes the transition and implementation of TPL operations.

Traditional Medicare Updates

The process for Traditional Medicare updates remains unchanged. All TPL update requests for Traditional Medicare should continue to be submitted to the LDH TPL Unit in accordance with the instructions provided in Informational Bulletin 25-19.

TPL Issues and Escalations

TPL escalations involving Medicaid Eligibility Verification System (MEVS) updates should continue to be submitted to the LDH TPL Unit in accordance with the existing escalation process outlined in Informational Bulletin 25-19.

Where to Direct Questions and Issues

To help ensure questions and requests are routed to the appropriate team, please use the contacts below:

Issue/Request Type	Contact
Managed care TPL updates	Member's assigned MCO
Fee-for-service TPL updates	LDH TPL Unit during the transition of vendors
Traditional Medicare TPL updates	LDH TPL Unit tpl.inquiries@la.gov
MCO claims issues that have not been resolved directly with the MCO	providerrelations@la.gov
Provider complaints	providerrelations@la.gov
Fee-for-service claims issues not impacted by TPL	mmisclaims@la.gov or Gainwell Provider Relations 225-924-5040 or 800-473-2783
LaHIPP claims questions	mmisclaims@la.gov
General LaHIPP questions	LA.Hipp@la.gov
Member linkage issues	memberlinkage@la.gov

Important Reminder

Please ensure that requests are sent to the appropriate contact based on the type of issue. Sending a request to the incorrect team may result in delays in resolution.

Providers and Medicaid members should continue to use the established MCO contacts for managed care members. MCO contact information is available in Informational Bulletin 25-19.

LDH will provide additional communication regarding the TPL and LaHIPP transitions, including any changes to submission processes, as implementation progresses.

For additional details, please review [Informational Bulletin 26-16](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#). The Provider Service Department can be reached between 7:00 am and 7:00 pm daily.

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Need to update your provider information? Send full details to: network@amerihealthcaritasla.com.