



Third Party Liability Portal – Third Party Referral Module

United Healthcare Community Plan (UHC) is sharing [Informational Bulletin 25-01: Third Party Liability Portal – Third Party Referral Module](#) on behalf of the Louisiana Department of Health (LDH). LDH and Gainwell Technologies-Health Management Systems Third Party Liability Portal (LDH GWT-HMS TPL Portal) was enhanced on December 16, 2024, with a new Third Party Referral (TPR) component. This enhancement allows authorized users to:

1. Submit new lead requests.
2. Submit reverification requests.
3. Track the status of these requests.

The TPR component improves transparency and efficiency, with a five-business-day turnaround for routine requests. However, it should not be used for urgent escalation requests or specific policy updates. For these items, users should continue completing the Louisiana Department of Health – Medicaid Recipient Insurance Information Update form found at [Recipient Insurance Update.pdf](#).

For escalations, submit the completed form to latprescalations@gainwelltechnologies.com or by fax to 877-204-1325. For additional information including the access to the TPR component of the TPL portal, please refer to the updated user manual available here: [TPL Portal User Manual External.pdf](#).

For questions, contact the LDH TPL Unit at (225) 342-4510 or by email at tpl.inquiries@la.gov

LDH has published Informational Bulletin 25-01 for your reference [IB25-01.pdf](#).