



Michigan Department of Community Health
Medical Services Administration

How to Report TPL/Other Insurance Changes

Michigan Department of Community Health (MDCH) Third Party Liability (TPL) staff are required to validate the accuracy of other insurance changes prior to updating the system. This sometimes requires additional follow-up with the insurance carriers involved. Resolution normally takes 24-48 hours. **NOTE: The MDCH TPL staff are only available Monday-Friday, 8:00 a.m. – 5:00 p.m.** Changes are transmitted to the MDCH Pharmacy Benefits Manager (PBM), First Health Services Corporation, on a weekly basis (Sunday nights).

Pharmacies

Providers have three methods for reporting TPL/Other Insurance changes:

1. E-mail the Third Party Liability Division at tpl_health@michigan.gov.
2. Phone the MDCH Provider Hotline (1-800-292-2550) and select option 4 to route your call to the TPL staff.
3. Fax a request and supportive documentation to the Third Party Liability Division at 517-346-9817.

NOTE: E-mail all urgent requests and include '**URGENT**' in the Subject line. Also include information in the body of the e-mail describing the urgency of the request. It may still take 24 hours or more to validate the other insurance change and update the system accordingly (particularly weekends and after the regular work hours noted above).

Beneficiaries

Beneficiaries should contact the MDCH Beneficiary Helpline at 1-800-642-3195 to report other insurance changes.