

How to Report TPL Coverage Information



The Michigan Department of Community Health (MDCH) Third Party Liability (TPL) staff is 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. All requests should be processed by TPL within 10 business days. 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), Magellan Medicaid Administration, on a daily basis.

Pharmacies

[Just Ask](#) Medicaid Beneficiaries for their other insurance information and verify coverage at every visit.

Medicaid will need the following information regarding private health insurance (most of this information is located on the Health Insurance card):

- ✓ Name and phone number (if known) of the Insurance Carrier
- ✓ Policy holders name and birthdate (if known)
- ✓ Policy Number
- ✓ Group Number
- ✓ Start and end date of coverage (if known)

All providers will need to contact Third Party Liability (TPL) to report any changes (including new coverage or terminations) in other insurance information **PRIOR TO SUBMITTING A CLAIM TO MEDICAID.**

- ✓ Please submit all requests to TPL by completing the [on-line DCH-0078 form](#) or [fax the completed form](#) along with any supporting documentation to 517-346-9817 or email the form to: TPL_Health@michigan.gov
- ✓ You may also contact 1-800-292-2550, option 4. Please contact these numbers if you have any immediate requests that involve member access to care.

Beneficiaries

- ✓ [Contact your local Department of Human Services \(DHS\) office](#) if you have private health insurances or any changes to your existing insurance.
- ✓ Insurance information can also be given to your primary care physician.
- ✓ You may also contact the Beneficiary Hotline at 1-800-642-3195.