Third Party Liability (TPL) Recovery Update

Please Note: This Provider Bulletin replaces **Provider Bulletin 25-12: Post-Payment Recoveries Due to Third-Party Liability**.

Effective immediately, CBH will reverse identified claims associated with third-party liability (TPL) recovery and will no longer reprocess the claims.

In accordance with the City of Philadelphia's contract with the Pennsylvania Department of Human Services (DHS), CBH is required to take all reasonable measures to ensure it serves as the payor of last resort when third-party resources are available to cover the cost of medical services. Any recoveries CBH is unable to complete will be pursued by the DHS. CBH will initiate recovery of payments upon the identification of TPL coverage.

As part of this process:

- Claims will be reversed.
- CBH will issue a post-payment recovery letter that includes a list of recovered claims via Box.

Providers are responsible for resubmitting claims after coordinating benefits with members' primary insurance. Claims must be resubmitted with the Explanation of Benefits (EOB) or final determination documentation within 90 days of the post-payment recovery letter date. If a provider has documentation indicating the member does not have TPL coverage, the provider may complete the TPL discrepancy process along with the claims for CBH to conduct further investigation via the appeal module in the converter application.

If you have any questions, please reach out to CBH TPL Manager Jennifer Soto at **Jennifer.Soto@phila.gov**.