How to Submit a Claim with Third Party Liability (TPL)

1. Navigate to the Healthcare Portal.
2. Click "Claims" tab.
3. Click the claim type link you would like to submit (Submit Claim Prof **OR** Submit Claim Inst)
4. Enter the required fields that pertain to your specialty.
5. Check the "Include Other Insurance" box. Please note, this panel will not be seen until you advance to "Step 2." This will populate any insurance information in the Medicaid system.
6. Click Continue.
7. Continue entering the required fields for the claim.
8. Click the sequence number of any other insurance line item to update.

9. Update details such as the paid amount, paid date and filing indicator for the specific other insurance carrier. *If the other insurance listed is not correct, click "Cancel Insurance" and click the "+" sign to expand "Click to add a new other insurance." This will allow you to enter new insurance information.*

For instructions on how to Submit a claim, please refer to the "Submitting and Reviewing a Claim" job aid on the DHS website under Provider Training Information.

For more Training Tools and Resources, please visit the Provider Training Webpage at
https://humanservices.arkansas.gov

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For more information call **1-800-457-4454**