



Pharmacy Benefit Manager Transition

On October 1, 2025, Louisiana Medicaid will transition away from using its single PBM and each health plan will handle pharmacy services for their members, including prior authorizations, claims and prescription coverage.

As part of this transition, UnitedHealthcare Community Plan will begin using Optum Rx as its new PBM. Providers should ensure their systems and staff are updated with the new PBM contact information to avoid service disruptions.

Please refer to the official notice from the Louisiana Department of Health for detailed information regarding this transition and the PBM assignments for each Managed Care Organization (MCO).

For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.



ATTENTION PHARMACIES ACCEPTING MEDICAID:

New PBMs for Louisiana Medicaid Health Plans Effective October 1, 2025

On October 1, 2025, Healthy Louisiana will discontinue its single Pharmacy Benefit Manager (PBM) for Medicaid health plans, and pharmacy benefits for each Medicaid health plan will be managed by the PBMs listed below. The Louisiana Department of Health, the Medicaid health plans, and all involved PBMs are working together to ensure a smooth transition for both members and pharmacies. Please keep this notice for future reference.

- **Before October 1, 2025**, continue to operate as normal with Prime Therapeutics as the Healthy Louisiana single PBM.
- **Prior Authorizations:** Existing prior authorizations will be transferred to the new PBMs and will continue to be honored.
- **Networks:** Confirm your pharmacy's network status with each PBM listed below.
- **New ID Cards:** All affected Medicaid enrollees will be mailed new health plan ID cards containing updated PBM details. During the transition, some Medicaid enrollees may present ID cards with incorrect PBM details. You can refer below for the correct information.
- **Fee-for-Service:** Medicaid enrollees covered under the fee-for-service program are **not** affected by this transition.

Health Plan	PBM Name	RxBIN	RxPCN	RxGroup	Pharmacy Help Desk	Retail Pharmacy Prior Authorization Requests
BEFORE OCTOBER 1, 2025:						
All LA Medicaid Health Plans	Prime Therapeutics	025986	1214172240	LAMCOPBM	1-800-424-1664	Phone: 1-800-424-1664 Fax: 1-800-424-7402
OCTOBER 1, 2025, AND AFTER:						
Aetna Better Health of Louisiana	CVS Caremark	610591	MCAIDADV	RX881J	1-855-364-2977	Phone: 1-855-242-0802 Fax: 1-844-699-2889
AmeriHealth Caritas Louisiana	PerformRx	019595	06030000	None	Member: 1-866-452-1040 Pharmacy: 1-800-684-5502	Phone: 1-800-684-5502 Fax: 1-855-452-9131
Healthy Blue	Carelon Rx	020107	LA	RX8482	Member: 1-833-485-6238 Pharmacy: 1-833-485-6236	Phone: 1-844-521-6942 Fax: 1-855-592-0978
Humana Healthy Horizons in Louisiana	Humana Pharmacy Solutions, Inc.	610649	03191502	LAM01	Member: 1-800-448-3810 Pharmacy: 1-833-252-1677	Phone: 1-800-555-2546 Fax: 1-877-486-2621
Louisiana Healthcare Connections	Express Scripts, Inc.	003858	MA	2ENA	Member: 1-866-595-8133 Pharmacy: 1-833-750-4451	Phone: 1-866-595-8133 Fax: 1-833-645-2733
UnitedHealthcare Community Plan	Optum Rx	610494	4041	ACULA	1-866-328-3108	Phone: 1-800-310-6826 Fax: 1-866-940-7328