

PHARMACY FACTS

Program Updates from Louisiana Medicaid

November 14, 2022

Partners and Providers Communications Toolkit for Health Plan Enrollment

Louisiana Medicaid will include six health plans beginning January 1, 2023. The six plans are Aetna Better Health, AmeriHealth Caritas, Healthy Blue Louisiana, Humana Healthy Horizons, Louisiana Healthcare Connections and UnitedHealthcare Community Plan.

Before January 1, 2023, most Medicaid members will be auto-assigned to one of the Medicaid health plans. Medicaid members will receive a letter starting October 31, 2022, listing the member's current plan and the plan assigned to them to be effective January 1, 2023. Some members may be assigned to a health plan that is different from their current health plan; however, each member will have an opportunity to make changes.

Members can make changes to their health plan beginning November 8, 2022, to 6 p.m. March 31, 2023. Visit <https://ldh.la.gov/newhealthplans> to learn more.

A [communications toolkit](#) has been developed and includes a flyer, suggested social media posts and other tools to support individuals who receive health care coverage from Louisiana Medicaid. As new materials and resources become available, they will be added to the toolkit.

Please share this information with the individuals you serve.

If you have any questions or if you need additional resources to support your outreach, contact healthy@la.gov.

Humana Healthy Horizons

Humana Healthy Horizons will come onboard as another MCO offering services to Medicaid recipients. The Louisiana Medicaid Pharmacy Program will now consist of Fee for Service (FFS) Medicaid and six MCOs (Aetna Better Health, AmeriHealth Caritas, Healthy Blue, Humana Healthy Horizons, Louisiana Healthcare Connections, and UnitedHealthcare Community Plan).

Humana Healthy Horizons will utilize the same Pharmacy Benefits Manager (Gainwell Technologies) as FFS Medicaid. Pharmacy claims to Humana Healthy Horizons should be submitted online at Point of Sale (POS) to Gainwell Technologies. The billing information for Humana Healthy Horizons is listed in the chart below.

BIN	610514
PCN	LOUIPROD
Group	HUMANA

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The BIN and PCN are the same as FFS billing, but with the addition of “HUMANA” as a group number.

If you have questions about pharmacy claims billing, you may contact the appropriate plan at their pharmacy help desk listed in the chart below.

Healthcare Provider	Pharmacy Help Desk	Pharmacy Help Desk Phone Number
Aetna	CVS Health	(855) 364-2977
AmeriHealth Caritas	PerformRx	(800) 684-5502
Fee for Service	Gainwell Technologies	(800) 648-0790
Healthy Blue	CVS	(833) 236-6194
Humana Healthy Horizons	Gainwell Technologies	(800) 648-0790
Louisiana Healthcare Connections	CVS Caremark	(800) 311-0543
UnitedHealthcare	Optum Rx	(866) 328-3108