



Medicaid Health Plan Members, Check Your Mail!

New Health Plan ID Cards with Updated Pharmacy Info Coming by October 1, 2025

On October 1, 2025, the pharmacy benefit managers (PBM) for most Medicaid members will change. We are all working together to make the transition as smooth as possible.

Here's what you need to know:

Most Medicaid members will get new health plan ID cards.

- Before October 1, most Medicaid members will be mailed a new health plan ID card.
- The pharmacy information and phone numbers will be updated.
- Starting October 1, use the new health plan ID card. Cut up and throw away the old one.
- Next time you fill a prescription, please remind the pharmacist that you have new pharmacy information on your card.

Medicaid pharmacy benefits are not changing.

- The co-pays will stay the same.
- Prior authorizations will continue to be honored. No action needed.
- All Medicaid health plans will still follow the Louisiana Medicaid preferred drug list.

Your pharmacy network might change.

- Most pharmacies will be in network, but some may not be.
- Your health plan will contact you if you are using a pharmacy that will no longer be in network.

Not all Medicaid members are affected.

The pharmacy benefit manager is **not** changing for:

- People who are covered by fee-for-service Medicaid, or
- People who have behavioral-health-only coverage from their Medicaid health plan.

Questions? Call your health plan using the phone number on your health plan ID card.