
To: AmeriHealth Caritas Louisiana Providers

Date: January 20, 2026

Subject: [Informational Bulletin 26-3: Important Information Regarding UnitedHealthcare Transition](#)

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

Important Information Regarding UnitedHealthcare Transition

AmeriHealth Caritas Louisiana would like to inform you that UnitedHealthcare's (UHC) participation in the Louisiana Medicaid program will end on **March 31, 2026**.

The Louisiana Department of Health (LDH) is actively working to ensure continuity of care for Medicaid members and to minimize administrative burden for providers throughout this transition.

LDH will update this bulletin with additional guidance as more information becomes available. Providers are encouraged to monitor future Medicaid communications for official updates. Questions can be directed to the Louisiana Medicaid Provider Relations unit at ProviderRelations@la.gov.

Member Assignment/Special Enrollment Period

UHC will not be available to Medicaid members beginning April 1, 2026. Current UHC members will have a special enrollment period from **January 15, 2026, to February 15, 2026**, to choose a new managed care organization (MCO) with an effective date of **April 1, 2026**. This special enrollment period is only available to UHC members.

Members who take no action will be assigned to another MCO with an effective date of **April 1, 2026**. An automatic assignment algorithm will make every attempt to keep families together in the same MCO, and assign to an MCO that will allow members to see the same providers.

During the special enrollment period, members can choose another MCO using the options below:

- By phone: 1-855-229-6848, Monday through Friday, from 8 a.m. to 5 p.m.
- Online: www.myplan.healthy.la.gov.
- Through the Healthy Louisiana app, available on Google Play or the App Store.

Members can get more information at www.ldh.la.gov/medicaid/medicaid2026.

For full details, please see [Informational Bulletin 26-3](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached daily between 7:00 am – 7:00 pm.

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Need to update your provider information? Send full details to " network@amerihealthcaritasla.com