

To: AmeriHealth Caritas Louisiana Providers

Date: March 9, 2026

Subject: [Informational Bulletin 26-6](#): Update to How Managed Care Members Change Health and Dental Plans

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

Update to How Managed Care Members Change Health and Dental Plans

AmeriHealth Caritas Louisiana would like to inform you that Louisiana Medicaid has changed the way members choose their health and dental plans, as well as how annual enrollment information is shared with members. These changes are intended to provide members with greater flexibility while streamlining communications.

Effective **March 1, 2026**, Medicaid members may switch their health or dental plans at any time during the year without a reason. Members may make up to two (2) plan changes during a calendar year. After two plan changes have been made, members must remain in their selected plan until the start of the next calendar year. Members who have cause to change their plan after making two plan changes can submit a request for consideration. “For cause” reasons include, but are not limited to:

- The enrollee moves out of the managed care entity’s (MCE) service area.
- The MCE does not, because of moral or religious objections, provide the covered service(s) the enrollee seeks.
- The enrollee needs related services to be performed at the same time, but not all related services are available within the MCE’s network, and the enrollee’s primary care provider, or another provider, determines that receiving the services separately would subject the enrollee to unnecessary risk.
- Poor quality of care, lack of access to covered services, or lack of access to providers experienced in dealing with the enrollee’s care needs.

For 2026 only, the annual period for when changes may occur will run from **March 1, 2026, through December 31, 2026**. **Beginning in 2027 and in subsequent years**, the annual period will be **January 1 through December 31**. LDH will no longer mail annual enrollment information.

Members will be notified of the enrollment period and related information through the following websites:
www.myplan.healthy.la.gov and www.ldh.la.gov. Members who prefer to receive a physical copy of the enrollment information may request one by calling 1-855-229-6848.

Additional information about available health and dental plan options, including plan comparison charts and value-added benefits offered by each plan, is available online at www.myplan.healthy.la.gov or by phone at 1-855-229-6848. Members are encouraged to review plan options carefully to select the plan that best meets their needs.

For full details, please see [Informational Bulletin 26-6](#).

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.

Missed an Informational Bulletin?

You can find a complete listing of Informational Bulletins on the [Provider Newsletters and Updates](#) page of our website under the header [Louisiana Department of Health Information Bulletins](#).

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