

To: AmeriHealth Caritas Louisiana Providers

Date: October 8, 2026

Subject: New Pharmacy Benefit Management Services – Optum Rx

Summary: Effective **January 1, 2027**, AmeriHealth Caritas Louisiana will transition its pharmacy benefit management services to Optum Rx.

AmeriHealth Caritas Louisiana will conclude pharmacy benefit management operations with PerformRx effective **December 31, 2026**. Effective **January 1, 2027**, AmeriHealth Caritas Louisiana will transition its pharmacy benefit management services to OptumRx.

- The change to Optum Rx will not affect the single preferred drug list **and/or** covered drug list.
 - The single preferred drug list is periodically updated, so please consult the list regularly to find the most current covered drugs as well as those drugs that require prior authorization.
 - The single preferred drug list for AmeriHealth Caritas Louisiana can be found at <https://www.amerihealthcaritasla.com/pharmacy/formulary>.
- The telephone number or process for requesting prior authorizations will remain the same during this transition.
 - The telephone number for questions about prior authorizations is 1-800-684-5502.
 - The process and forms for submitting a prior authorization request can be found at <https://www.amerihealthcaritasla.com/pharmacy/priorauth>.
- We are working to ensure all pharmacies available in our current network will remain available after our transition to Optum Rx. The change to Optum Rx may impact some of the contracted pharmacy network available to our enrollees. Impacted enrollees will be made aware if their pharmacy is affected.
- If a pharmacy that is not already part of the Optum Rx network chooses not to join, we will assist your patient in locating a new pharmacy within the Optum Rx network.
 - The contracted pharmacies for AmeriHealth Caritas Louisiana can be found at <https://www.amerihealthcaritasla.com/pharmacy>.
- The Pharmacy Clinical Prior Authorization telephone number will not change. The number is 1-800-684-5502. Providers can call this number for questions to ask about prior authorizations and/or other questions that they may have about pharmacy benefits and services.
- The Pharmacy General Assistance telephone number will not change. The number is 1-866-452-1040 (TTY 1-855-294-7047). Enrollees can call this number to ask about prior authorizations and/or other questions that they may have about pharmacy benefits and services.

Questions:

Thank you for your continued support and commitment to our patients' care. If you have questions about this communication, please get in touch with AmeriHealth Caritas Louisiana's Provider Services department at 1-888-922-0007 or your [Provider Network Management Account Executive](#).

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