



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: September 18, 2024
TO: Louisiana Medicaid Providers
FROM: Louisiana Medicaid
SUBJECT: Healthy Louisiana Open Enrollment begins October 15

Open Enrollment for Louisiana Medicaid members begins October 15, 2024. **During this time, members may change their health or dental plans without a qualifying reason until 6 p.m. on December 2, 2024.**

Changes will take effect on January 1, 2025, next year. Informational Bulletin 24-33 provides more information, including an informational flyer in English, Spanish and Vietnamese that you can display in your office.

Dates and Mailings

In August, Louisiana Medicaid mailed letters with information and instructions for choosing plans to all members included in this Open Enrollment period. Members who have opted into emails or text messages were sent this information electronically. Members can sign up for emails and text messages at myplan.healthy.la.gov. Please note that Medicaid members also have the option to sign up for emails and text messages to get eligibility updates from Louisiana Medicaid. These are two different email and text messaging systems and signing up for one does not sign a member up for the other.

Members can change their healthcare coverage on the Healthy Louisiana mobile app, online at myplan.healthy.la.gov, or by calling toll-free 1-855-229-6848. The Healthy Louisiana mobile app is free and available for download on [Apple](#) and [Android](#) devices. Members may also complete and mail or fax the enrollment form that was included in their August letter.

There are six health plans to choose from.

- Aetna Better Health of Louisiana

- AmeriHealth Caritas Louisiana
- Healthy Blue
- Humana Healthy Horizons in Louisiana
- Louisiana Healthcare Connections
- UnitedHealthcare Community Plan of Louisiana

Additionally, there are two dental plans to choose from:

- DentaQuest
- MCNA

Plan Research and Comparison

Members are encouraged to visit myplan.healthy.la.gov when deciding whether to keep their current plan or change to another plan for 2025. All health and dental plans offer the same basic benefits and health and dental management programs. Some also offer extra services, based on age and need. Comparison charts with details on each health and dental plan's extra services are online [here](#). Members are also encouraged to confirm whether their providers are enrolled with their chosen health or dental plan. This information is online at myplan.healthy.la.gov/find-provider.

Members do not need to do anything to keep their current health and dental plans. If they are still eligible for Medicaid, they will stay with their plans for another year.

Members with questions can call 1-855-229-6848 (TTY: 1-855-526-3346), Monday through Friday from 8 a.m. to 5 p.m. The call is free.

Communications with Patients

As a provider, you must let your patients know which plans you accept. **There are limitations on what you can tell a member.** Contact your health plan provider services representative for additional questions about these limitations. In general, you can inform members which plans you accept, and the benefits, services and specialty care offered. For additional details on provider prohibitions regarding patient communications, see [Informational Bulletin 12-31](#).