



Changes to Medicaid Managed Care Contracts Effective January 1, 2026

UnitedHealthcare Community Plan of Louisiana is sharing IB 25-34: Changes to Medicaid Managed Care Contracts Effective January 1, 2026, on behalf of the Louisiana Department of Health (LDH). LDH announced that its current contract with UnitedHealthcare Community Plan of Louisiana will not be renewed and will expire on December 31, 2025. As a result, Medicaid members currently enrolled with UnitedHealthcare will be transitioned to a new health plan by January 1, 2026. This change does not affect any member's eligibility, and there will be no impact on members who do not have UnitedHealthcare as their current health plan.

Members will be assigned a new health plan before January 1, 2026. LDH's reassignment algorithm will prioritize keeping families together in the same health plan and ensuring members are placed in a plan that allows them to continue seeing their current doctors, hospitals, and pharmacists. Efforts will also include linking members to plans with their primary care providers and other dominant providers. Members will receive a welcome packet and a new health plan ID card from their new plan; however, they may not receive the card by January 1. While they may not have their new card by January 1, they will still have coverage, providers can verify coverage using MEVS. LDH encourages members to access their health plan ID card digitally through the LaWallet app, which updates daily to reflect the most current coverage and eligibility, providing quick and reliable proof of coverage.

While members cannot choose their new health plan before January 1, they will have the opportunity to make changes starting January 5, 2026. At that time, members can contact the Healthy Louisiana Enrollment Broker by calling 1-855-229-6848, Monday through Friday from 8 a.m. to 5 p.m., use the online portal at www.myplan.healthy.la.gov, or download the Healthy Louisiana app to their phone.

To ensure continuity of care, MCOs receiving UnitedHealthcare members will honor existing provider relationships with both in-network and out-of-network providers for a 60-day period. Any questions regarding MCO contracts or other MCO-related issues should be submitted through the appropriate contacts outlined in [Informational Bulletin 19-3](#).

LDH has published Informational Bulletin 25-34 for your reference [IB25-34.pdf](#).

For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.