

Provider Notice

Subject: Louisiana Department of Health Informational Bulletin 26-3
January 14, 2026

Important Information Regarding UnitedHealthcare Transition

UnitedHealthcare's (UHC) participation in the Louisiana Medicaid program will end 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: <https://myplan.healthy.la.gov/en>.
- 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.

This communication is posted on the Magellan of Louisiana website.

<https://www.magellanoflouisiana.com/for-providers/provider-communications/2026-1/>

This communication originated from the Louisiana Department of Health. Magellan is asking that CSoC providers post this information in their office, where it can be seen by CSoC members.

Thank you for all you do to support the members of CSoC.

Magellan of Louisiana