

# Provider Notice

## Subject: Healthy Louisiana Open Enrollment begins October 15

Open Enrollment for Louisiana Medicaid enrollees begins October 15, 2023. Enrollees can change their health plan without a qualifying reason until 6:00 p.m. on November 30, 2023. Changes will go into effect next year on January 1, 2024. During this time, enrollees will have the option of choosing a health and dental plan. Please download the Open Enrollment Informational Flyer and display it in your office.

Letters with information and instructions for choosing plans were mailed beginning in August to all enrollees who are included in this open enrollment period. Enrollees who have opted into emails or text messages were sent this information electronically. Enrollees can sign up for emails and/or text messages at [myplan.healthy.la.gov](https://myplan.healthy.la.gov).

Enrollees can make a change to their healthcare coverage on the Healthy Louisiana mobile app, online at [myplan.healthy.la.gov](https://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.

As a provider, it is important to let your patients know which plans you are accepting. There are limitations on what you can tell an enrollee. Contact your health plan provider services representative for additional questions about these limitations. In general, you can inform enrollees which plans you accept, and the benefits, services, and specialty care offered. However, you cannot:

- recommend one health or dental plan over another or incentivize a patient to select one health or dental plan over the other, or
- change an enrollee's health and/or dental plan for him/her or request a disenrollment on an enrollee's behalf. These prohibitions against patient steering apply to participation in all Medicaid programs.

More details on Open Enrollment can be found in [Informational Bulletin 23-19](#).

LDH has provided a [flyer](#). Please display the flyer in your offices.

This communication is posted on the Magellan of Louisiana website.  
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Please reach out to your [Network Management Specialist](#) (NMS) with any questions or concerns. Your NMS is available for support.

Thank you for all you do in supporting the members of CSoC.

Magellan of Louisiana