

Network Notification – Humana Healthy Horizons in Louisiana

Notice date: March 3, 2026
To: Humana Healthy Horizons® in Louisiana provider network
From: Humana Healthy Horizons in Louisiana
Subject: IB 26-6 Update to How Managed Care Members Change Health and Dental Plans

Louisiana Medicaid is changing the way members choose their health and dental plans, as well as how annual enrollment information is shared with members. These changes are intended to provide members with greater flexibility while streamlining communications.

Effective March 1, 2026, Medicaid members may switch their health or dental plans at any time during the year without a reason. Members may make up to two (2) plan changes during a calendar year. After two plan changes have been made, members must remain in their selected plan until the start of the next calendar year. Members who have cause to change their plan after making two plan changes can submit a request for consideration.

“For cause” reasons include, but are not limited to:

- The enrollee moves out of the managed care entity’s (MCE) service area.
- The MCE does not, because of moral or religious objections, provide the covered service(s) the enrollee seeks.
- The enrollee needs related services to be performed at the same time, but not all related services are available within the MCE’s network and the enrollee’s primary care provider or another provider determines that receiving the services separately would subject the enrollee to unnecessary risk.
- Poor quality of care, lack of access to covered services, or lack of access to providers experienced in dealing with the enrollee’s care needs.

For 2026 only, the annual period for when changes may occur will run from March 1, 2026, through December 31, 2026.

Beginning in 2027 and in subsequent years, the annual period will be January 1 through December 31. LDH will no longer mail annual enrollment information.

Members will be notified of the enrollment period and related information through the following websites: www.myplan.healthy.la.gov and www.ldh.la.gov. Members who prefer to receive a physical copy of the enrollment information may request one by calling 1-855-229-6848.

Additional information about available health and dental plan options, including plan comparison charts and value-added benefits offered by each plan, is available online at www.myplan.healthy.la.gov or by phone at 1-855-229-6848. Members are encouraged to review plan options carefully to select the plan that best meets their needs.