

Network Notification – Humana Healthy Horizons in Louisiana

Notice date: December 12, 2025
To: Humana Healthy Horizons® in Louisiana provider network
From: Humana Healthy Horizons in Louisiana
Subject: Informational Bulletin 25-34: Changes to Medicaid Managed Care contracts effective January 1, 2026

The Louisiana Department of Health’s (LDH) current contract with the Medicaid managed care organization (MCO) UnitedHealthcare will not be renewed and will expire on December 31, 2025. Medicaid members currently on UnitedHealthcare will be moved to a new Medicaid health plan by January 1, 2026. This does not impact any member’s eligibility. There is no change for members who do not have UnitedHealthcare as their current health plan.

LDH is working with the remaining MCOs and the enrollment broker to ensure a seamless transition for UnitedHealthcare’s members.

Health Plan Assignment Members will be assigned a new health plan before January 1, 2026. As part of the algorithm to re-assign members, LDH will prioritize keeping families together in the same health plan and ensuring that members are placed in a health plan that will allow them to see the same doctors, hospitals and pharmacists. This will include efforts to link to plans with primary care providers as well as other dominant providers.

Health Plan ID Card and Coverage Verification Members will be sent a welcome packet and a new ID card from their new health plan. They might not get this new card by January 1, but they will still have coverage.

Providers can verify coverage using MEVS. LDH is also encouraging members to access their health plan ID card using the LaWallet app. The digital cards are updated daily to reflect the most current coverage and eligibility, providing you with quick and reliable proof of coverage.

Changing Health Plans

While members cannot choose their new health plan ahead of January 1, they will have an opportunity to make changes beginning January 5, 2026. On that date, they can contact the

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Healthy Louisiana Enrollment Broker to make changes by calling 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.

Continuity of Care

MCOs receiving UnitedHealthcare members will honor existing provider relationships with both in and out of network providers for a 60-day period.

Questions regarding MCO contracts or other MCO-related issues should be submitted through the appropriate contacts outlined in Informational Bulletin 19-3 ([IB19-3_revised_10.07.25.pdf](#)).