

Medicaid PBM Transition
Status Report
July 17, 2025



Status	
Key Accomplishments	Upcoming Activities

- Test and Production file schedule complete.
 - File naming convention and mapping complete.
 - All communications complete. 8/22/25 communication will be sent out from Prime/LDH/MCOs.
 - Prime PA cut off time will be 8:00 p.m. 9/30/2025.
 - All Transition workplans complete.
- Legal discussing Prime run-out services.

Questions/Answers

- List of BIN/PCN/Groups for MCO's 8/22/2025 all notifications will go live.
 - Payer Sheets from those PBM/Processors 30 days out- MCOs to ask their PBMs when the payer sheet would be available. (Due out)
- Prior Auths – will those carry over to the MCO and for how long? - PAs will carry over to the new MCO PBM for at least 60 days or the life of the prior auth from Prime.
- Formulary – will it be an ALL-in-one formulary across the board for LA Medicaid FFS and all MCO's or will each MCO have their own formulary? The MCO PBMs will utilize the single PDL.
- Resubmissions and Reversals for Date of Service prior to **10/1** – will those go to Prime or will the new MCO's take on all claims regardless of DOS? TBD, this is tied to Prime run-out services.

LA MCO PBM Turnover

Approved Communications



LA MCO PBM Turnover

Web Portal Mockups

ATTENTION PHARMACIES ACCEPTING MEDICAID:

New PBMs for Louisiana Medicaid Health Plans Effective October 1, 2025

On October 1, 2025, Healthy Louisiana will discontinue its single Pharmacy Benefit Manager (PBM) for Medicaid health plans, and pharmacy benefits for each Medicaid health plan will be managed by the PBMs listed in the attachment. The Louisiana Department of Health, the Medicaid health plans, and all involved PBMs are working together to ensure a smooth transition for both members and pharmacies. [Click here](#) to view the full notice.

Welcome to Prime Therapeutics State Government Solutions Pharmacy Portal

Welcome to Prime Therapeutics State Government Solutions Pharmacy Portal, administered by Prime Therapeutics, provides support for the Louisiana Medicaid managed care plans' (Aetna Better Health, AmeriHealth Caritas Louisiana, Healthy Blue Louisiana, Humana Healthy Horizons in Louisiana, Louisiana Healthcare Connections, and UnitedHealthcare Community Plan) pharmacy benefit.

SEARCH TOOLS

Search if a drug/pharmacy is covered in the plan

Drug Lookup



Find a Pharmacy





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ATTENTION PHARMACIES ACCEPTING MEDICAID:

New PBMs for Louisiana Medicaid Health Plans Effective October 1, 2025

On October 1, 2025, Healthy Louisiana will discontinue its...
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Jun 30, 2025 **New**

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Louisiana MONTHLY BULLETIN

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Jun 17, 2025 **New**

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[Louisiana MCO Drug Lookup Job Aid](#)



0.29 MB Feb 25' 2025



[Louisiana PBM MCO Provider Manual](#)



1.59 MB Feb 25' 2025

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Nov 03, 2023

Weekly Notice

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Jun 30, 2025

Alert

CLOSE

MCO Joint Notice



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- **Before October 1, 2025**, continue to operate as normal with Prime Therapeutics as the Healthy Louisiana single PBM.
- **Prior Authorizations:** Existing prior authorizations will be transferred to the new PBMs and will continue to be honored.
- **Networks:** Confirm your pharmacy's network status with each PBM listed below.
- **New ID Cards:** All affected Medicaid enrollees will be mailed new health plan ID cards containing updated PBM details. During the transition, some Medicaid enrollees may present ID cards with incorrect PBM details. You can refer below for the correct information.
- **Fee-for-Service:** Medicaid enrollees covered under the fee-for-service program are **not** affected by this transition.

Health Plan	PBM Name	RxBIN	RxPCN	RxGroup	Pharmacy Help Desk	Retail Pharmacy Prior Authorization Requests
BEFORE OCTOBER 1, 2025:						
All LA Medicaid Health Plans	Prime Therapeutics	025986	1214172240	LAMCOPBM	1-800-424-1664	Phone: 1-800-424-1664 Fax: 1-800-424-7402
OCTOBER 1, 2025, AND AFTER:						
Aetna Better Health of Louisiana	CVS Caremark	610591	MCAIDADV	RX881J	1-855-364-2977	Phone: 1-855-242-0802 Fax: 1-844-699-2889
AmeriHealth Caritas Louisiana	PerformRx	019595	06030000	None	Member: 1-866-452-1040 Pharmacy: 1-800-684-5502	Phone: 1-800-684-5502 Fax: 1-855-452-9131
Healthy Blue	Carelon Rx	020107	LA	RX8482	Member: 1-833-485-6238 Pharmacy: 1-833-485-6236	Phone: 1-844-521-6942 Fax: 1-855-592-0978
Humana Healthy Horizons in Louisiana	Humana Pharmacy Solutions, Inc.	610649	03191502	LAM01	Member: 1-800-448-3810 Pharmacy: 1-833-252-1677	Phone: 1-800-555-2546 Fax: 1-877-486-2621
Louisiana Healthcare Connections	Express Scripts, Inc.	003858	MA	2ENA	Member: 1-866-595-8133 Pharmacy: 1-833-750-4451	Phone: 1-866-595-8133 Fax: 1-833-645-2733
UnitedHealthcare Community Plan	Optum Rx	610494	4041	ACULA	1-866-328-3108	Phone: 1-800-310-6826 Fax: 1-866-940-7328

IVR Messaging

Thank you for calling Prime Therapeutics.

Effective 10/1/2025, Prime Therapeutics, LLC is no longer the pharmacy benefit manager for the Louisiana Medicaid Managed Care Plans.

Please visit <https://ldh.la.gov/pharmacy> to find the contact information for the new pharmacy benefit managers for the Louisiana Managed Care Plan.

Please listen for your new PBM from the following options.

For Aetna Better Health of Louisiana call 855-364-2977 or press 1 to be forwarded to this plan.

For AmeriHealth Caritas Louisiana call 866-452-1040 or press 2 to be forwarded to this plan.

For Healthy Blue call 833-485-6238 or press 3 to be forwarded to this plan.

For Humana Healthy Horizons in Louisiana call 800-448-3810 or press 4 to be forwarded to this plan.

For additional options press 5.

For Louisiana Healthcare Connections call 866-595-8133 or press 1 to be forwarded to this plan.

For UnitedHealthcare Community Plan call 866-328-3108 or press 2 to be forwarded to this plan.

For Member inquiries regarding your pharmacy benefit prior to 10/1/2025 press 3.

For Provider inquiries regarding your pharmacy benefit prior to 10/1/2025 press 4.

Fax Reply Messaging

Effective 10/1/2025, Prime Therapeutics, LLC is no longer the pharmacy benefit manager for the Louisiana Medicaid Managed Care Plans. Please re-submit this request to the appropriate PBM below:

Aetna Better Health of Louisiana
CVS Caremark
Prior Authorization Requests Phone: 1-855-242-0802
Fax: 1-844-699-2889

AmeriHealth Caritas Louisiana
Perform RX
Prior Authorization Requests Phone: 1-800-684-5502
Fax: 1-855-452-9131

Healthy Blue
Carelon Rx
Prior Authorization Requests Phone: 1-844-521-6942
Fax: 1-855-592-0978

Humana Healthy Horizons in Louisiana
Humana Pharmacy Solutions, Inc
Prior Authorization Requests Phone: 1-800-555-2546
Fax: 1-877-486-2621

Louisiana Health Care Connections
Express Scripts
Prior Authorization Requests Phone: 1-866-595-8133
Fax: 1-833-645-2733

UnitedHealthcare Community Plan
Optum Rx
Prior Authorization Requests Phone: 1-800-310-6826
Fax: 1-866-940-7328

Please visit <https://ldh.la.gov/pharmacy> for more information.

POS-Post 10/1/25 Adjudication Messaging

All MCO's confirmed 6/16/25 Option 2 below is to be used for the POS Post 10/1/25 go live adjudication messaging back to the pharmacies:

Option 2:

MCO specific message tied to member eligibility as of 9/30/25

- a. NCPDP Denial: 85/50090 Claim Not Processed with additional message:
- b. Supplemental Message: Claims processing for "MCO name", submit claims to "PBM name" "BIN/PCN/Group Number"

MCO's Processing Information provided by LDH: **** Per ACLA there will be no group number****

MCO	PBM info
Aetna	CVS Caremark Carrier = 881J BIN: 610591 PCN: MCAIDADV Group: RX881J
ACLA	<u>PerformRx</u> BIN: 019595 PCN: 06030000 Group:
Healthy Blue	<u>Carelon</u> Rx (MCO) Carrier name: VOYRX-LA Medicaid Carrier number: 8482 BIN: 020107 PCN: LA Group: RX8482
Humana	Humana Pharmacy Solutions Inc BIN: 610649 PCN: 03191502 Group: LAM01
LHCC	Express Scripts BIN: 003858 PCN: MA Group: 2ENA
UHC	Optum Rx BIN: 610494 PCN: 4041 Group: ACULA

Send any questions to cindy.haygoodldh@la.gov

