



Frequently Asked Questions

What is changing with Healthy Blue Medicaid?

Healthy Blue will no longer be available as a Louisiana Medicaid health plan starting January 1, 2027.

If you have Healthy Blue Medicaid, you will need to move to another Medicaid health plan for 2027.

When will Healthy Blue Medicaid end?

You will stay with Healthy Blue through December 31, 2026.

Your new Medicaid health plan will start January 1, 2027.

Is my coverage changing now?

No. Nothing is changing today.

Keep using your Healthy Blue benefits. You can continue to get care and services through Healthy Blue through December 31, 2026.

Do I need to do anything right now?

No. You do not need to do anything right now.

You will get more information from Louisiana Medicaid/Healthy Louisiana about your health plan choices and what to do next.

Am I losing my Medicaid coverage?

No. This change does not affect whether you qualify for Medicaid.

Healthy Blue Medicaid is ending, so Healthy Blue members will move to another Medicaid health plan starting January 1, 2027.

Does this affect other coverage I have through Louisiana Blue?

No. This change only affects Healthy Blue Medicaid coverage.

It does not affect Louisiana Blue coverage such as Medicare Advantage, Supplemental Insurance, or a Dual Eligible Special Needs Plan.

Choosing a New Medicaid Health Plan

Will I need a new Medicaid health plan?

Yes. If you have Healthy Blue Medicaid, you will have a different Medicaid health plan starting January 1, 2027.

You can choose a new health plan during a special enrollment period. If you do not choose a plan, Medicaid will assign one to you.

When can I choose my new health plan?

Healthy Blue Medicaid members will have a special enrollment period from October 15 through November 16, 2026.

During this time, you can choose your new Medicaid health plan.

What happens if I do not choose a new health plan?

Louisiana Medicaid/Healthy Louisiana will assign a new health plan to you.

Your new plan will start January 1, 2027.

Louisiana Medicaid will make every attempt to:

- Keep family members together in the same health plan.
- Place you in a health plan that lets you keep seeing your same doctor.

How can I choose a new Medicaid health plan?

During the special enrollment period, you can choose a plan:

- By phone: Call **855-229-6848 (TTY 855-526-3346)**, Monday through Friday from 8 a.m. to 5 p.m.
- Online: Visit myplan.healthy.la.gov.
- On the Healthy Louisiana app: The app is available through Google Play™ and the App Store®.

You can also compare Medicaid health plans online:

myplan.healthy.la.gov/en/compare-plans

Doctors, Medicines, and Care

Can I keep seeing my doctors now?

Yes. Continue to use your Healthy Blue benefits and see your doctors as you do today.

Healthy Blue will continue serving Medicaid members through December 31, 2026.

What happens to care that Healthy Blue already approved?

Starting January 1, 2027, your new Medicaid health plan will honor Healthy Blue's prior approvals for medical care for 60 days or until the approval ends, whichever comes first.

For at least 60 days, your new health plan also cannot deny your approved care just because your doctor is not in its network.

What happens to my approved prescriptions?

Your new Healthy Louisiana Medicaid health plan will honor Healthy Blue's approval for your prescription drugs until the Healthy Blue approval ends.

What if my doctor is not in my new health plan?

There are protections to help you continue approved care during the move to your new health plan.

When choosing a new plan, you can also look at which doctors are in each plan's network. If you do not choose a plan yourself, Medicaid will make every attempt to assign you to a plan that lets you keep seeing your same doctor.

Benefits and Rewards

Can I still get my value-added benefits and Healthy Rewards from Healthy Blue?

Yes. If you qualify for Healthy Blue value-added benefits or Healthy Rewards, you can continue to use or redeem them through December 31, 2026.

To learn more about available benefits and rewards, visit the "Get the most out of your health care" section on the Healthy Blue Medicaid benefits page at myhealthyblue.la.com/la/benefits/medicaid-plan.html.

Your New Health Plan

Will I get a new member ID card?

Yes. Your new Healthy Louisiana Medicaid health plan will send you a welcome packet and a new member ID card.

A digital copy of your new card will also be available through the LA Wallet app.

When does my new health plan start?

Your new Medicaid health plan will start January 1, 2027.

Until then, continue using your Healthy Blue benefits and Healthy Blue member ID card.

What if I am not a Healthy Blue Medicaid member?

If you do not have Healthy Blue Medicaid, this change does not affect your Healthy Louisiana Medicaid health plan.

Getting Help

Who can I call if I have questions about my Healthy Blue coverage?

Call Healthy Blue Member Services at **844-521-6941 (TTY 711)**, Monday through Friday from 7 a.m. to 7 p.m.

We will continue to help you throughout the rest of 2026.

Who can I call about choosing or changing my Medicaid health plan?

Call **855-229-6848 (TTY 855-526-3346)**, Monday through Friday from 8 a.m. to 5 p.m.

You can also visit myplan.healthy.la.gov.

Where can I get updates?

Healthy Blue and the Louisiana Department of Health will share more information as the transition gets closer.

Please read any letters or other information you receive about your Healthy Louisiana Medicaid health plan.