



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

DATE: September 25, 2023

TO: Louisiana Medicaid Providers

FROM: Louisiana Medicaid

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.

Enrollees can make a change to their healthcare coverage on the Healthy Louisiana mobile app, online at 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](#).