



Changes to Medicaid Pharmacy Benefit Management (PBM) Effective October 1, 2025

Effective October 1, 2025, Louisiana Medicaid will transition away from using a single Pharmacy Benefit Manager (PBM). UnitedHealthcare Community Plan of Louisiana and all other managed care organizations (MCOs) will begin managing their own pharmacy services including prior authorizations, claims processing, and prescription coverage through their designated PBMs.

What's Not Changing:

- This update does not affect fee-for-service (FFS) members or those with behavioral-health-only coverage.
- FFS pharmacy services will continue to be managed by Gainwell Technologies, with prior authorizations handled by the University of Louisiana at Monroe.

What Pharmacies Need to Know:

- Continue working with Prime Therapeutics as the single PBM until September 30, 2025.
- Existing prior authorizations will transfer to the new MCO-specific PBMs and remain valid.
- During the transition, some patients may present ID cards with outdated PBM information. Always refer to the Louisiana Department of Health's [PBM transition flyer](#) for the most accurate PBM details by MCO.

LDH has published Informational Bulletin 25-25 for your reference [IB25-25.pdf](#) .

For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.