



Update to How Managed Care Members Change Health and Dental Plans

United Healthcare Community Plan is sharing [IB 26-06: Update to How Managed Care Members Change Health and Dental Plans](#) on behalf of the Louisiana Department of Health. Beginning March 1, 2026, Louisiana Medicaid will update how members select health and dental plans.

Plan Changes and Limits

Beginning March 1, 2026, Medicaid members may change their health or dental plan at any time during the year without providing a reason. Members may make up to two plan changes per calendar year. After two changes, members must remain in their selected plan until the next calendar year unless a for-cause exception is approved.

For-Cause Exceptions

Members may request an additional plan change for approved reasons, including:

- Moving outside of a managed care entity's service area
- Lack of access to covered services due to moral or religious objections
- Network limitations that could pose a health risk if services are not received together
- Poor quality of care or limited access to appropriate or experienced providers

Each for-cause request will be reviewed on an individual basis.

Special 2026 enrollment period

For calendar year 2026 only, the annual period during which plan changes may occur will run from March 1 through December 31, 2026. Beginning in 2027 and in all future years, the annual enrollment period will follow the standard calendar year from January 1 through December 31.

No more mailed enrollment packets

The Louisiana Department of Health (LDH) will no longer mail annual enrollment information to Medicaid members. Instead, members will be notified of enrollment periods and related information through official websites, including www.myplan.healthy.la.gov and www.ldh.la.gov, helping streamline communication and reduce paper mailings.

Paper copies by request

Members who prefer to receive printed enrollment materials may still obtain them upon request. Physical copies of enrollment information can be requested by calling 1-855-229-6848, ensuring continued access for members who do not use online resources.

Plan comparison tools available

Comprehensive information about available health and dental plans including comparison charts and value-added benefits remains accessible online and by phone. Members are encouraged to carefully review plan options to select the coverage that best meets their healthcare needs.

Members can find more details about available health and dental plans including plan comparison charts and value-added benefits online at www.myplan.healthy.la.gov or by calling 1-855-229-6848. Members are encouraged to carefully review their options to choose the plan that best fits their needs.

LDH has published Informational Bulletin 26-06 for your reference [IB26-06.pdf](#).