

To: AmeriHealth Caritas Louisiana Providers

Date: September 29, 2025

Subject: [Informational Bulletin 25-25](#): Changes to Medicaid Pharmacy Benefit Management (PBM) Effective October 1, 2025

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

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

Effective **October 1, 2025**, the Louisiana Medicaid program will phase out its single Pharmacy Benefit Manager (PBM). Instead, AmeriHealth Caritas Louisiana will manage our own pharmacy services—including prior authorizations, claims processing, and prescription coverage—through its designated PBM.

This change will not affect fee-for-service (FFS) beneficiaries or those with behavioral-health only coverage. FFS pharmacy services will remain with Gainwell Technologies, and prior authorization requests will continue to be handled by the University of Louisiana at Monroe.

Pharmacies should continue normal operations with Prime Therapeutics as the Healthy Louisiana single PBM until **October 1, 2025**.

Existing prior authorizations will be transferred to the new MCO-specific PBMs and remain in effect. Be aware that during the transition, some patients may present ID cards containing outdated PBM details. Refer to the Louisiana Department of Health's (LDH) [PBM transition flyer](#) for accurate PBM information specific to each MCO.

For additional details, please review [Informational Bulletin 25-25](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007 or your [Provider Network Management Account Executive](#). The Provider Service Department can be reached between 7:00 am and 7:00 pm daily.

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