

September 11, 2025

OVERVIEW:

Louisiana Department of Health has issued Informational [Bulletin 25-25: Changes to Medicaid Pharmacy Benefit Management \(PBM\) Effective October 1, 2025](#).

Summary of bulletin:

Effective October 1, 2025, the Louisiana Medicaid program will phase out its single Pharmacy Benefit Manager (PBM). Instead, each Healthy Louisiana managed care organization (MCO) will manage its 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 Be aware that during the transition, some patients may present ID cards containing outdated PBM details.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

Questions and Support:

For questions, please contact [LAProvider@AETNA.com](mailto:LAProvider@AETNA.com) or call 1-855-242-0802 and follow the prompts.