

To: AmeriHealth Caritas Louisiana Providers

Date: October 1, 2024

Subject: [Informational Bulletin 24-33](#): Open Enrollment for 2025 for Medicaid Managed Care and Dental Plans

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

This bulletin outlines the details and dates of the annual open enrollment period for the 2025 plan year for managed care and dental members.

Open Enrollment begins **October 15, 2024**, and ends at 6 p.m. on **December 2, 2024**. During this time, members will have the option of choosing a health and dental plan. Any changes made during this period will be effective starting January 1, 2025.

Letters with information about the plans and instructions for how to change plans during Open Enrollment were mailed in August to all members who are included in this Open Enrollment period. Members who have opted into emails or text messages will receive this information electronically. Members 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.

Open Enrollment is the only time Medicaid members can change health plans or dental plans without a qualifying reason, outside of their initial enrollment period.

Providers can reference Informational [Bulletin 12-31](#) for additional details on communications with your patients. Providers may also speak directly with provider relations contacts for the health plans.

For full details, please see [Informational Bulletin 24-33](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached daily between 7:00 am and 7:00 pm.

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