

LA HAP Switching from Ramsell to SGRX

The LA HAP program is switching Pharmacy Benefits Manager (PBM) on May 1st, 2026 from Ramsell to ScriptGuide, INC (SGRX). Please see important message points below for both Case Managers and Clients.

For Case Managers:

LA HAP is switching from Ramsell to SGRX on 5/1/26

- You'll be moved to the new SGRX system & receive an email for access
- Please look for login instructions via email in the near future
- LA HAP will send a bulletin when account activation emails have been sent
- You can help your clients now:
 - Please make sure clients are checking their mail for their NEW temporary LA HAP card to start using 5/1/26

For Clients:

LA HAP is switching from Ramsell to SGRX on 5/1/26

- If you use the online client portal:
 - You will be moved to the new system & receive an email for login
 - Please look for an email in the near future with login instructions
 - LA HAP will send a bulletin when account activation emails have been sent by SGRX
- How you use your LA HAP card will be the same:
 - Same Pharmacy Network
 - Same LA HAP Benefits
- Please look out for your NEW temporary LA HAP card in the mail
 - New permanent LA HAP cards will be sent out in the near future

If you have questions about this email, please contact LA HAP at 504-568-7474 or lahap@la.gov. DO NOT SEND NAMES OR CLIENT-IDENTIFYING INFORMATION, INCLUDING URN/UIIN, VIA EMAIL.