

LA HAP Switching from Ramsell to SGRX - **UPDATES**

The LA HAP program transitioned 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 transitioned from Ramsell to SGRX on 5/1/26.

- Emails with login instructions to the new eligibility portal were sent by SGRX on Tuesday, May 12th
 - We apologize for the delay and any confusion caused by previous bulletin messaging
 - Any portal access issues, please contact the SGRX help desk at 844-67-LAHAP (52427) or 855-855-SGRX (7479)
 - If you have any questions regarding client eligibility please contact LA HAP staff at 504-568-7474

For Clients:

LA HAP transitioned from Ramsell to SGRX on 5/1/26

- Emails with login instructions to the new enrollment portal were sent by SGRX on Tuesday, May 12th
 - We apologize for the delay and any confusion caused by previous bulletin messaging
 - Any portal access issues, please contact the SGRX help desk at 844-67-LAHAP (52427) or 855-855-SGRX (7479)
- How you use your LA HAP card will be the same:
 - Same Pharmacy Network
 - Same LA HAP Benefits
- Any issues experienced with accessing medications - please contact the LA HAP office at 504-568-7474

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.



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