



September 29, 2020



Welcome to Heritage Health! Heritage Health is Nebraska’s Medicaid Managed Care program. Heritage Health gives you one health plan for your physical health, behavioral health, and pharmacy needs. It also offers extra benefits and services. Listed below is your health plan coverage. Your health plan will begin on 10/1/2020.

If you wish to change your plan, please use the following PIN when you call or log on to the website: 3234				
Member Name	Medicaid ID #	Health Plan Name	Health Plan Phone	Start Date

Return Address: Heritage Health 9370 McKnight Road, Suite 300 Pittsburgh, PA 15237
Toll-free Helpline 1-888-255-2605 TTY/TDD users ONLY call 711 Call Center Hours: Monday-Friday 7am - 7pm Central Time
www.neheritagehealth.com



What happens next?

- Your health plan will send ID card(s), a Member Handbook, and a list of providers.
- If you have questions about any services your plan offers, please contact your health plan.

RIGHTS TO CHANGE HEALTH PLANS

Please note that you do have the right to switch to a different health plan within the first 90 days of your coverage. If you would like to switch to a different health plan, you must do so by 10/30/2020. **After that date you will remain in your selected plan until the next open enrollment period.**

Changes requested outside of the open enrollment period will only be allowed if there is an approved "For Cause" reason. For more information regarding "For Cause" reasons or to change health plans, call us at 1-888-255-2605 or visit www.neheritagehealth.com.

INCLUDED IN THIS NOTICE ARE YOUR RIGHTS AND RESPONSIBILITIES

Hay información en español. Servicio de intérprete gratis.
Llame al 1-888-255-2605 o visítenos en línea en www.neheritagehealth.com