



December 16, 2020



This letter is about a change to your Heritage Health Medicaid Managed Care plan.

You recently changed your Heritage Health plan. Your new plan will start January 1, 2021. Your new plan will provide for your physical health, behavioral health, and pharmacy needs. It also gives you extra benefits and services. Listed below is your new health plan.

Please use the following PIN when you call or log on to the website: 4347				
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](http://www.neheritagehealth.com)

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## What happens next?

- Your new health plan will send you 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.

### **RIGHT TO CHANGE HEALTH PLANS**

**Please note that once your new Heritage Health plan starts, you will stay in your plan until the next open enrollment period.**

Changes requested outside of the open enrollment period will be allowed only if there is an approved "For Cause" reason. For questions or more information about "For Cause" reasons, call us at 1-888-255-2605 or visit [www.neheritagehealth.com](http://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](http://www.neheritagehealth.com).