



September, 2023



OPEN ENROLLMENT STARTS SOON!

Each year during Open Enrollment, you have the choice to stay with your current health plan or choose a new one. Included with this notice, you will find information that can help you make a choice. Please visit us online at www.neheritagehealth.com and click on Open Enrollment for more details.

If you are happy with your current health plan it will stay the same. You do not have to make a change during Open Enrollment.

Open Enrollment begins on 11/1/2023. If you would like to choose a new plan, you must do so before 12/15/2023.

The three Heritage Health plans being offered for 2024 are:

- Molina Healthcare of Nebraska
- Nebraska Total Care
- UnitedHealthcare Community Plan of Nebraska

There are many ways you can choose a new plan:

- **ONLINE** – Create an account at www.neheritagehealth.com.
- **MAIL or FAX** – Complete and submit the health plan change form included with this notice.
- **CALL** – Speak with a Choice Counselor at 1-888-255-2605 Monday – Friday 7:00 am - 7:00 pm

When you call us, you will need to provide at least three of the following: your address, date of birth, Medicaid ID number, Social Security Number, or the PIN number that is listed below:

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



If you wish to change your plan, please use the following PIN when you call or log on to the website:

Member Name	Member ID #

RIGHT TO CHANGE HEALTH PLANS

Changes requested outside of the Open Enrollment period will only be allowed if you have an approved “For Cause” reason. For more information regarding “For Cause” reasons, call us at 1-888-255-2605.

INCLUDED WITH 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.

Interpreter services available free of charge.