



September 1, 2023



Thank you for contacting Heritage Health. We received your request to change health plans outside of the Open Enrollment period for the following member(s):

Member Name	Medicaid ID #	Current Health Plan

Your request to change health plans has been denied for the following reason:

Find a list of reasons for changing plans outside of the Open Enrollment period at Title 482 Nebraska Administrative Code (NAC) 2-003.02A.

**What happens next?**

- You will still receive coverage from your current health plan.
- You will be able to change health plans during the next Open Enrollment period starting 11/1/2023.

For questions about services your current health plan offers, please call your health plan.

For questions about this letter call us at 1-888-255-2605 or visit [www.neheritagehealth.com](http://www.neheritagehealth.com).

Information on how to appeal this decision is on the next page.

To appeal this decision, you or your legal representative must submit a written request within 90 days of the date of this letter. Send your request to the Department of Health and Human Services. Your appeal request can simply state that you wish to appeal your health plan change denial. Mail the request to:

Nebraska Department of Health and Human Services  
Legal Services – Hearing Section  
P.O. Box 98914  
Lincoln, Nebraska 68509-8914

A fair hearing will be scheduled. At this meeting, you can explain your request before a hearing officer. You may represent yourself, or use legal counsel or someone else to help you. You will be notified of the date of your hearing.

**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)

Interpreter services available free of charge.