



August, 2020



Open Enrollment for Heritage Health is almost here! Once each calendar year, there is an Open Enrollment time when you have the chance to choose a new health plan.

**The next Open Enrollment time is 11/1/2020 through 12/15/2020.**

Open Enrollment information will be coming in the mail soon. If you would like to learn more about Heritage Health, please visit our website at [www.neheritagehealth.com](http://www.neheritagehealth.com) or call 1-888-255-2605 to speak with a Choice Counselor.

**If you are happy with your current health plan it will stay the same. No action is needed.**

### **RIGHT TO DISENROLL**

As a member of Heritage Health, you have the right to disenroll from your health plan and enroll in a different health plan. You can change health plans 1) without a reason during the first 90 days you are enrolled, 2) at least once every 12 months during Open Enrollment, or 3) for cause, at any time, for the following reasons:

- Your health plan does not cover (for moral or religious reasons) a service that you need.
- Your doctor has said that some of the medical services you need must be received at the same time. But all the services aren't available through your health plan.
- Other reasons, that include:
  - Poor quality of care
  - Lack of access to medical care
  - Lack of access to providers that can manage your special health care needs.

You may call 1-888-255-2605 to make a for cause request. The State will review your request. The State will decide if your for cause reason is approved and you will receive a letter in the mail explaining the State's decision.

### **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](http://www.neheritagehealth.com)