



September, 2020



Each year during Open Enrollment, you have the choice to stay with your current health plan or choose a new one. Open Enrollment begins on 11/1/2020. If you would like to choose a new plan, you must do so before 12/15/2020.

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.

The three Heritage Health plans are listed on the comparison chart. Please visit us online at www.neheritagehealth.com. Click on Open Enrollment for more details.

To choose a new plan, you may:

- Visit our website at www.neheritagehealth.com.
- OR
- Call 1-888-255-2605 to speak with a Choice Counselor.

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:

If you wish to change your plan, please use the following PIN when you call or log on to the website: 0837	
Member Name	Member ID #

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

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



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.

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