



Frequently Asked Questions

Q: I received a letter that stated I am enrolled in a Heritage Health plan. Do I have to stay in a Heritage Health plan?

A: Yes.

Q: Can I change my health plan?

A: After your health plan begins you will have 90 days to change it. See your Notice of Enrollment for the exact date. After that 90-day timeframe, you may only change your health plan during the Open Enrollment period.

Q: Can I change my PCP?

A: You may change your Primary Care Provider at any time. You will need to contact your health plan to do so.

Q: What is Open Enrollment?

A: Open Enrollment is the period when members can change plans without State approval. Open Enrollment occurs annually towards the end of each calendar year. You will receive reminder letters alerting you to this time period.

Q: What if I need to change my health plan outside the Open Enrollment period?

A: Plan transfers made outside of the Open Enrollment period will only be granted if the State approves a "for cause" reason.

Q: What is "for cause"?

A: This is a State-approved reason to change plans outside your Open Enrollment period. Some examples of "for cause" reasons are that you need services that are not available in your plan's network, poor quality care, or lack of access to providers experienced in dealing with your health care needs.

Q: I have a special health care need. Are there special plans that will cover my needs?

A: All health plans cover people with special health care needs. For questions about your special health care needs, contact your health plan.

Q: I am pregnant and on Medicaid. How do I enroll my baby in my Heritage Health plan?

A: Your baby is pre-enrolled in your Heritage Health plan during prenatal care. After the birth of your baby, if you would like to select a different health plan for the baby, call the Heritage Health Enrollment Center at 1-888-255-2605 within 90 days of birth to speak with a Choice Counselor.

Q: If I move, do I have to switch to a new health plan?

A: Your health plan is state-wide and will not change if you move within Nebraska. As a reminder, if you move you need to contact ACCESSNebraska at 1-855-632-7633 to report your change of address.

Q: How do I know if my medical professional is in my health plan?

A: Each plan has its own network of providers. For information about providers in your network, contact your health plan, or search the Heritage Health online provider directory at www.neheritagehealth.com. Click on "Find A Provider".

Q: How do I get materials if I don't have access to the Website?

A: All materials are mailed out to you. If you have misplaced your enrollment materials, call a Choice Counselor at 1-888-255-2605 for a copy.

Q: If I am not the head of household, how do I change a health plan or speak on behalf of a Heritage Health member?

A: A Designation of Authorized Representative Form is needed for anyone not listed as the head of household.

Q: Where do I find the Designation of Authorized Representative Form?

A: Download the Designation of Authorized Representative Form at www.neheritagehealth.com. This form can be found in the Materials section.

- Complete, sign, and date the form.
- Return it to the Heritage Health Enrollment Center via the address or fax number found on the form.
- The form will be kept on file so that you can speak or take action on behalf of a Heritage Health member at any time.