



September 23, 2020



Thank you for contacting Heritage Health. This letter confirms that on 09/23/2020 a grievance was filed on behalf of the person(s) listed below:

Member Name	Medicaid ID #

You should receive a response to your grievance within 90-days of the date received. If you have any questions about the status of your grievance, please contact Heritage Health at 1-888-255-2605. If you have already received a response to your grievance, please disregard this notice.

**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)

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