Call Toll free:
1-888-255-2605; TTY/TTD: 711
Monday-Friday 7:00am-7:00pm Central Time
Interpretation Services Available

Hay información en español.
¡Servicio de intérprete gratis!
Llame al 1-888-255-2605 (TTY/TTD: 711).

Keep this Member Guidebook for future use.
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Welcome to Heritage Health
Heritage Health is Nebraska’s Managed Care program. It gives you one health plan for your physical health, behavioral health, and medicines. It also offers extra benefits and services. Heritage Health has three different health plan options:

- Nebraska Total Care
- UnitedHealthcare Community Plan of Nebraska
- WellCare of Nebraska

You can be a member of the health plan that best fits you and your family’s needs.

Change a Plan
When you become eligible for Heritage Health, you will be enrolled in one of our three health plans. You will receive a Welcome Packet that explains the plan chosen for you. If you are not happy with the plan chosen for you, it’s easy to change your health plan within the first 90 days of enrollment.

Online:
You can create an account at www.neheritagehealth.com. You can log into your account 24 hours a day 7 days a week to change health plans online.

Call:
You can call our automated phone enrollment line at 1-888-255-2605. It is available 24 hours a day 7 days a week. Follow the prompts to pick a new plan.

If you would like to talk to a Choice Counselor, they are available from 7am-7pm central time, Monday through Friday. Call us at 1-888-255-2605. TTY/TTD users ONLY call 711.

Please have these things ready for the person you are changing a plan for:
- Name, address, and date of birth
- The Medicaid ID number, Social Security Number, or PIN

Mail:
You can fill out the health plan change form included within this packet. Please make sure all parts of the form are filled out and signed before sending it back. You can mail it in the envelope provided or send it to:

Heritage Health Enrollment Center • 9370 McKnight Road, Suite 300 • Pittsburgh, PA 15237

Fax:
Instead of mailing, you may fax your completed health plan change form to 1-800-852-6311.
Choose a Primary Care Provider
Once you are enrolled in a health plan, if you need to pick or change a Primary Care Provider (PCP), call your Heritage Health plan directly.

Health Plan Benefits
All Heritage Health plans offer the same health care services. Your health plan will send you the full list of services. This is not a complete list of services.

• Doctor visits
• Prenatal and maternity care services
• Prescriptions
• Hospital
• Mental health
• Emergency room visits
• Vision and glasses
• Medical supplies and durable medical equipment
• Chiropractic visits
• Skilled nursing
• Family planning
• Well-Child checkups (EPSDT-Health Check)
• Physical, occupational, and speech therapy
• Hearing and hearing aids
• X-rays and lab work
• Home health
• Dialysis
• Hospice
• Birthing center
• Transplants
• Substance abuse treatment

Services Not Covered by Your Health Plan
There are other services that your health plan does not cover, but are still covered by Medicaid for those that are eligible. The services listed below may be available to you:

• Non-Emergency Transportation
• Personal Assistance Services (PAS)
• Long Term Care
• Home and Community Based Waiver Services
• School-Based Services

Dental benefits are available to eligible Medicaid enrollees. For questions about dental benefits, call MCNA at 1-844-351-6262.
How to Use Your Medicaid and Heritage Health Plan ID Cards

• You will receive a Medicaid ID card. You will also receive an ID card from your Heritage Health plan.
• You must present your Medicaid ID card and your Heritage Health plan ID card wherever you get care.

BE SURE TO BRING BOTH CARDS TO EVERY APPOINTMENT

How to Get Care

• Your medical professional is your Primary Care Provider, or PCP.
• If you get sick or need a checkup, call your PCP. If your family member is sick or needs a checkup, call their PCP.
• If you cannot keep the appointment, you need to call your PCP’s office and tell them.
• It is very important to call your PCP at least 24 hours in advance if you need to cancel the appointment.
• If you cancel an appointment, make arrangements with your PCP for a new appointment.
• If you need to see a specialist, talk with your PCP first.
  For example: If your child needs to see an ear doctor, your child’s PCP will recommend an ear doctor.
• The providers you see must be in the health plan network you have chosen.
  Exception: You may go to any family planning provider but they must accept Medicaid.

Emergency/Urgent Care

An emergency is a time when your life is in danger. Or, it can be something that happens that could cause permanent disability if not treated immediately. If you are having an emergency, call 911 or go to the closest emergency room. You can get emergency services whether or not they are in your health plan network.

The following are examples of emergencies:

  o A serious accident
  o Poisoning
  o Chest pains
  o Stroke
  o Severe bleeding
  o Severe burns
  o Difficulty breathing

You should use urgent care when your life is not in danger and you have time to call your PCP. If you need urgent care, call your PCP to get instructions. You can call your PCP 24 hours a day, 7 days a week.
Some examples of urgent care are:

- Fever
- Stomach pain
- Earaches
- Headache
- Symptoms of cold or flu

**How to Receive Medical Transportation Services**

You can get transportation if you cannot get to and from the medical professional’s office and pharmacy. You can call IntelliRide at 1-844-531-3783 to set up transportation. You need to call at least three (3) business days before your appointment to schedule a ride.

**Grievances**

A grievance is a complaint about access to care, quality of care, or problems communicating with your health plan or PCP. If you have a grievance about your health care, contact a Choice Counselor with Heritage Health at 1-888-255-2605 for help. You can also contact member services at your health plan and work through their grievance process. Refer to your member handbook from your health plan on how to contact them. You can file a grievance by phone or in writing.

**Appeals**

An appeal is when you ask for a formal hearing when you do not agree with a decision made by your health plan. You have the right to appeal when your health plan:

- Denies or limits a service approval request
- Does not approve a service in an amount, length of time, or scope that you requested
- Denies payment for a service
- Suspends, reduces, discontinues, or terminates services
- Doesn’t act upon your grievance or appeal within required timeframes
- Denies your request to disagree with a bill

**Requesting an appeal with your health plan:**

- Contact a member representative from your health plan by phone or mail
- The member handbook from your health plan tells you how to file an appeal
- You have sixty (60) days from the date on your notice of adverse benefit determination to request an appeal with your health plan
- Your health plan must continue your benefits if you request to continue benefits and file your appeal with the health plan on time. The services also have to have been ordered by an authorized provider and your authorization period must not have run out.
- You may represent yourself for this appeal or be represented by another person
More information is available in the member handbooks for your plan at the following links:

- Nebraska Total Care
- UnitedHealthcare Community Plan
- WellCare of Nebraska

**Requesting a State Fair Hearing:**
- You can request a State Fair Hearing after your appeal to the health plan has been finalized
- You must send the appeal request for a State Fair Hearing in writing
- Send your appeal request to:
  
  Department of Health and Human Services MLTC Appeal Coordinator  
  PO Box 94967  
  Lincoln, NE 68509-4967

- You have 120 days from the date on the notice of resolution for the health plan appeal to request a State Fair Hearing
- Once you have filed the appeal request for a State Fair Hearing, a hearing will be scheduled and you will be notified of the time and place
- You may represent yourself at this hearing or be represented by another person

**Federally Qualified Health Centers**
In addition to other health care providers, there are several Federally Qualified Health Centers (FQHCs) in Nebraska. Some of these centers have more than one location. These centers provide a lot of different preventive and primary health care services. Staff who work at the centers are doctors, nurse practitioners, physician assistants, nurses and health educators.

Services you can get at these centers are:

- Well-Child Care & Immunizations (shots)
- Women’s Health Exams
- Primary Health Care
- Urgent Care
- Family Planning
- WIC
- Breast & Cervical Cancer Screening
- School & Sports Physical Exams
- Minor Surgical Procedures
- Interpretation Services

- Women’s Health Education
- Pregnancy Testing & Counseling
- STD Checks & Education
- Anonymous HIV Testing
- Laboratory Testing
- Diabetic Education
- Referrals for Specialty Care
- Nutrition Counseling
- Referrals to Community Services

**All information can be interpreted in any language at no cost. 1-888-255-2605 TTY/TTD: 711**
The FQHCs you can use are:

**Bellevue**
One World Community Health Center – (402) 502-8855

**Columbus**
Good Neighbor Community Health Center – (402) 562-7500

**Fremont**
Good Neighbor Fremont Clinic – (402) 721-0951

**Gering**
Community Action Partnership of Western Nebraska Health Center – (308) 632-2540

**Grand Island**
Heartland Health Center – (308) 382-4297

**Lincoln**
Nebraska Urban Indian Medical Center – (402) 434-7177
Bluestem Health (4 locations) – (402) 476-1455

**Madison**
Madison Medical Clinic – (402) 454-3304

**Norfolk**
Midtown Health Center – (402) 371-8000

**Omaha**
Charles Drew Health Center (2 locations) – (402) 451-3553
One World Community Health Centers (4 locations) – (402) 734-4110

**Plattsmouth**
Cass Family Medicine – (402) 296-2345

Check with each clinic individually for office hours, making appointments, and how to contact a medical professional after hours.
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 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 1-800-255-2605 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.

Rights and Responsibilities
As a Heritage Health Member, you have the right to:

• Be treated with respect and dignity, without discrimination or retaliation
• Get information about your illness or medical condition
• Understand the treatment options, risks, and benefits
• Make informed decisions about whether or not you will receive treatment
• Make decisions about your health care including the right to refuse treatment
• Talk with your medical professional and health plan and know your medical information will be kept confidential
• Choose a medical professional as your Primary Care Provider (PCP), which may be a nurse practitioner or physician assistant
• Have access to your PCP and health plan
• Receive medical care in a timely manner
• Request a copy of your medical record and request changes to your medical record
• Make a complaint about your medical professional and/or health plan and receive a timely response
• Receive information on the medical services provided by your health plan
• Change your PCP at any time

Toda la informacion puede ser interpretada en cualquier idioma sin costo.
1-888-255-2605 TTY/TTD: 711

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• Change your health plan within 90 days of initial enrollment or during open enrollment each year
• Have managed care and health plan materials explained if you do not understand them
• Have interpreters at no cost, if necessary, during medical appointments and in all discussions with your PCP or health plan
• Request an appeal if services are denied, terminated, or reduced
• Make advance directives, if desired, and receive assistance if needed
• Receive proper medical care 24 hours a day, 7 days a week

When you are in a Department of Health and Human Services program, you may not be subject to discrimination on basis of:

- Race
- Color
- Sex
- Age
- National origin
- Religious beliefs
- Political beliefs
- Handicap

As a Heritage Health member, you have the responsibility to:

- Understand, to the best of your ability, how Heritage Health is used to receive health care
- Keep your scheduled appointments with your medical professional
- Call your medical professional’s office at least 24 hours in advance if your appointment must be rescheduled
- Tell your medical professional your medical problems
- Ask questions if you do not understand
- Follow your medical professional’s orders and advice
- Assist in the transfer of your medical records
- Get services from your Primary Care Provider unless referred elsewhere
- Report to ACCESSNebraska if your address has changed, you are or become pregnant or any other changes that could affect your Medicaid eligibility or Heritage Health coverage
- Cooperate with all Heritage Health inquiries and surveys
- Choose providers who participate in your health plan
**Contact Information**
Heritage Health Enrollment Center  
1-888-255-2605  
TTY/TDD, call 711  
www.neheritagehealth.com

IntelliRide  
1-844-531-3783  
www.iridenow.com/home/nebraska.aspx

**Nebraska Medicaid Eligibility Helpline**  
ACCESSNebraska toll free at 1-855-632-7633; 402-473-7000 (Lincoln)  
Or 402-595-1178 (Omaha)  
TTDD: 402-471-7256  
www.accessnebraska.ne.gov

**Social Security Administration**  
1-800-772-1213  
TTY: 1-800-325-0778  
www.ssa.gov/agency/contact

**Women, Infants and Children (WIC) Program**  
402-471-2781 or toll free at 1-800-942-1171  
www.dhhs.ne.gov/wic

If you need materials in alternative formats and communication modes, please contact the Heritage Health Enrollment Center at 1-888-255-2605.

**Key Terms**

**Choice Counselor:** A person at the Enrollment Center who helps you with questions about Heritage Health

**Enrollment:** How a member is assigned to a Heritage Health plan

**For-cause:** An approved reason to change your plan outside Open Enrollment

**Heritage Health:** Nebraska Medicaid’s Managed Care Program

**Member:** A person with Medicaid who is enrolled with a Heritage Health plan

**Primary Care Provider:** A medical professional you choose to provide health care (Note: if you do not select a PCP, one may be chosen for you)