



August, 2018



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 11/1/2018 through 12/15/2018.

If you are happy with your current health plan, you do not have to make any changes during the Open Enrollment period. Your health plan will not change.

Additional enrollment information will be coming in the mail soon. Until it arrives, if you would like to learn more about the three Heritage Health plans, please visit our website at www.neheritagehealth.com or call 1-888-255-2605 to speak with a Choice Counselor.

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: 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:

- If 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, and all of the services aren't available through your health plan.
- Other reasons, including:
 - 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 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