



January 1, 2024

Welcome to Heritage Health! Heritage Health is Nebraska's Medicaid Managed Care program. Heritage Health gives you one health plan for your physical health, behavioral health, dental, and pharmacy needs. It also offers extra benefits and services.

You have been assigned to the following health plan(s):

Current Health Plan:

Please use the following PIN when you call or log on to the website: 9482				
Member Name	Medicaid ID #	Health Plan Name	Health Plan Phone	Start Date

Retroactive Health Plan (coverage for a time in the past):

Member Name	Medicaid ID #	Health Plan Name	Health Plan Phone	Start Date	End Date

Heritage Health Enrollment Center 9370 McKnight Road, Suite 300 Pittsburgh, PA 15237
Toll-free Helpline 1-888-255-2605 TTY users ONLY call 711 Call Center Hours: Monday-Friday 7am - 7pm Central Time
www.neheritagehealth.com



What happens next?

- If you have a current health plan listed above, the health plan will send you a welcome letter and ID card(s).
- If you have questions about any services your current health plan offers, please contact your current health plan.
- If you have a retroactive health plan listed above and have unpaid medical expenses for dates of service that fall within the start and end dates above, please contact the health plan for assistance.

RIGHTS TO CHANGE HEALTH PLANS

You have the right to change your current health plan within the first 90 days of coverage. If you would like to change to a different health plan, you must do so by 3/31/2024. After that date you will stay in your current health plan until the next Open Enrollment period.

Changes requested outside of the Open Enrollment period will be allowed only if there is an approved "For Cause" reason. For more information regarding "For Cause" reasons or to change health plans, call us at 1-888-255-2605 or visit www.neheritagehealth.com.

You are not eligible to change a retroactive health plan.

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

Interpreter services available free of charge.