



July 7, 2025



Health Plan Change Notice

This letter is about a change to your Heritage Health Medicaid Managed Care plan.

You recently changed your Heritage Health plan. Your new plan will start January 1, 2026. Your new plan will provide for your physical health, behavioral health, dental, and pharmacy needs. It also gives you extra benefits and services. Listed below is your new health plan.

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



What happens next?

- Your new health plan will send you a welcome letter and ID card(s).
- If you have questions about any services your plan offers, please contact your health plan.

RIGHT 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 3/31/2026. 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 questions or more information about “For Cause” reasons, call us at 1-888-255-2605, Monday – Friday 7:00 am – 7:00 pm Central Time, or visit www.neheritagehealth.com.

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.