



All printed information is available in both English and Spanish.
Interpretation Services are available through the Heritage Health Call Center at 1-888-255-2605.

Step 1

Welcome packet mailing which includes:

1. Welcome letter with security PIN number
2. Information on Heritage Health and available health plans
3. Instructions on how to choose a health plan online, by phone or by mail
4. Health Plan comparison chart including extra benefits and services offered by each plan
5. Member Guidebook
6. Member Rights and Responsibilities
7. Answers to frequently asked questions
8. New member flyer
9. Steps needed to join a health plan

Step 2

Choose a plan with assistance from the following:

1. Health Plan Benefits Comparison Chart in welcome packet and online at www.neheritagehealth.com
2. Provider Directory at www.heritagehealth.com
3. Choice Counselors by calling the Heritage Health Call Center Monday-Friday 7am-7pm toll-free at 1-888-255-2605 for TTY/TTD: 711

Information needed to choose a plan:

1. Address
2. Medicaid ID number
3. Date of Birth
4. Social Security number
5. Security PIN from Welcome Letter

Step 3

Enroll online at www.heritagehealth.com

Enroll by phone toll-free at 1-888-255-2605 Monday-Friday 7am-7pm for TTY/TTD: 711

Enroll by mail by mailing enrollment form found in welcome packet and online to:

Heritage Health
9370 McKnight Road, Suite 300
Pittsburgh, PA 15237