



Frequently Asked Questions

Q: Once I receive my packet, how do I enroll?

A: Your packet will contain information about the different ways you can enroll in a Heritage Health plan. It will guide you on how to enroll online, by phone, or by mail.

Q: What if I do not choose a health plan?

A: If you do not choose a health plan by the date stated in your letter, one will be chosen for you. This is called an Auto Assignment. Your packet includes your health plan options, the timeframe you have to choose, as well as the start date of your health plan. Keep in mind that you will have 90 days to change your selected plan from the listed start date.

Q: Can I change my health plan?

A: After your health plan begins you will have 90 days to change it. After that 90-day timeframe, you may only change your health plan during the Open Enrollment period. Open Enrollment happens once per year and allows you to either stay in your current health plan or change plans. You may change your PCP at any time. You will need to contact your managed care plan to do so.

Q: What if I need to change my health plan outside my Open Enrollment period?

A: Change requests made outside of the Open Enrollment period will only be granted if the State approves a for-cause reason (please see the Glossary for the definition).

Q: I am on straight Medicaid (fee-for-service Medicaid). I received a letter that stated I must choose a health plan. Can I choose to stay on straight Medicaid or fee-for-service?

A: Because of the changes in Medicaid, most people on Medicaid must now enroll in a health plan and cannot stay on fee-for-service Medicaid. You do have a choice in how you get your health care because you can select your health plan. No matter which plan you choose, you will not lose any benefits you currently receive with your Medicaid card. The health plans also offer additional value-added services. If you don't choose a health plan by the date stated in the letter, one will be selected for you. It's better for you to choose the health plan that best fits 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. You get to choose the health plan that best meets your individual and your family's needs.

Q: I am pregnant. How do I enroll my baby in my health plan?

A: Your baby will be enrolled in the same health plan you are enrolled in. This will begin when your baby is born if the delivery is reported to ACCESSNebraska. If you would like to select a different health plan for your baby, call the Heritage Health Enrollment Center within 90 days of birth to speak with a Choice Counselor. He or she can help you choose the plan that best suits you and your baby's health needs.

Q: What is open enrollment?

A: Open Enrollment is the period each year when members can change plans without needing a for-cause reason. Open Enrollment occurs annually and you will receive reminder letters assisting you with these time periods.

Q: What is "for-cause"?

A: This is a State-approved reason to change plans outside your Open Enrollment period (please see the Glossary for the definition).

Q: What happens to my health plan if I relocate or my address changes?

A: All Heritage Health plans are statewide so you get to keep your plan if you move anywhere within Nebraska.

Q: Will my current providers, including doctors, hospital, mental health or transportation to covered services, be available in the new program?

A: Each health plan must cover all of the Medicaid services listed in the packet. However, each plan will have its own network of providers, which may include your current providers and/or facilities. When you receive your enrollment packet, review the list of services provided by each health plan. You may want to choose the health plan that has all or most of the doctors and service providers that you will want to see.

Q: How do I get materials if I don't have access to the Website?

A: All materials are mailed out but if you have misplaced your Enrollment materials, reach out to a Choice Counselor at 888-255-2605. We will be happy to assist you.