Updates on the Unwind

The continuous coverage requirement, in which, those enrolled in Medicaid could not lose their coverage even if they were no longer eligible ended on March 31, 2023. Since then Nebraska DHHS has resumed regular reviews of Medicaid eligibility.

During this review process help us ensure you and your family doesn't unnecessarily lose Medicaid coverage by verifying all your information is updated and correct. We encourage all members to make sure their personal information is up to date, report changes, and see when their renewal is due. Members can update their information:

- Online at www.ACCESSNebraska.ne.gov
- Email at DHHS.ANDICenter@nebraska.gov
- Fax at (402) 742-2351
- Call over the phone to ACCESS Nebraska at:
  - Omaha: (402) 595-1178
  - Lincoln: (402) 473-7000
  - Toll Free: (855) 632-7633
  - TDD: (402) 471-7256

iServe

The new integrated benefit application 'iServe' was released to all Nebraskans & Community Partners on October 16, 2023.

iServe is a new way for Nebraskans to apply to get help with food, utilities, healthcare, childcare, and other essential needs at the same time.

iServe Nebraska
Helping People Live Better Lives.

On iServe.Nebraska.gov you can apply for Medicaid and other benefits. You can also find trainings to help you navigate the new application portal.

Messaging Misconception

There is a misunderstanding that children will automatically be found ineligible for Medicaid if their parent(s) are no longer eligible. However, in some cases, the child may still be eligible.

Help us ensure that your child doesn't unnecessarily lose coverage by verifying or updating their information.

Additional information can be found here.

Managed Care Organizations

The Nebraska Department of Health and Human Services (DHHS) has selected Molina Healthcare of Nebraska, Nebraska Total Care, and UnitedHealthcare to provide health and dental services for Heritage Health beginning January 1, 2024.

Resources to contact your health plan provider:

Molina Healthcare
Online: Molinahealthcare.com
Phone: 844-782-2018 (TTY 711)

Nebraska Total Care
Online: Nebraskatotalcare.com
Phone: 844-385-2192 (TTY 711)

UnitedHealthcare
Online: Myuhc.com
Phone: 800-641-1902 (TTY 711)

HERITAGE HEALTH