



A product of AmeriHealth Caritas Florida, Inc.

**To:** AmeriHealth Caritas Next Providers

**Date:** 8/16/2024

**Subject:** AmeriHealth Caritas Next Florida Provider Manual Revisions – August 2024

<b>2024 AmeriHealth Caritas Next Provider Manual Updates</b>	<b>Page</b>
<b>Contact Center:</b> Updated call center hours for Provider Services to 8am-6pm ET.	13
<b>Contact Center:</b> Updated call center hours for Member Services to 8am-6pm ET.	13
<b>Physical Health Services That DO NOT Require Prior Authorization:</b> Added language to include Out of Network Facilities for 48-hour Observation Stay.	91
<b>Physical Health Services That Require Notification:</b> Added language to include Out of Network Facilities for Maternity Obstetrical Services.	93

*\*Member Rights and Responsibilities are in the Provider Manual*