

Provider Alerts
Important information for our Next providers.

A product of AmeriHealth Caritas North Carolina, Inc.

To: AmeriHealth Caritas Next Providers

Date: October 25, 2024

Subject: AmeriHealth Caritas Next North Carolina Provider Manual Revisions – January 2025

| 2025 AmeriHealth Caritas Next Provider Manual Updates  | Page  |
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| Member ID Cards: Updated for PY2025  | 19    |
| <b>Collecting Copayments:</b> Updated billing requirements for colon cancer preventive screening services to be covered as preventive care | 21-22 |
| Virtual Care Services: Replaced the term "Telemedicine" with "Virtual Care Services" throughout this section                               | 22-23 |
| <b>Covered Services-Congenital cleft lip and palate care and treatment:</b> Added age restrictions.  | 26-27 |
| Covered Services-Prescription Drugs: Added non-formulary drug review process   | 32    |
| Covered Services-Preventive health care services for colorectal cancer screening:  Added language regarding benefit                        | 34    |
| Covered Services-Routine Foot Care: Added language regarding exclusions to benefit   | 36    |
| Covered Services: Added Virtual Care Service   | 37    |
| Exclusions and Limitations: Updated benefit coverage   | 37    |
| Member Grievances and Appeals-Expedited appeal process: Added determination timeframe  | 46    |
| Physical and Behavioral Health Prior Authorizations: Removed enteral feeding; Added home sleep studies and removal of lesions              | 74-78 |

<sup>\*</sup>Member Rights and Responsibilities are in the Provider Manual

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