



AmeriHealth Caritas
Next

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To: AmeriHealth Caritas Next Providers

Date: 8/16/2024

Subject: AmeriHealth Caritas Next North Carolina Provider Manual Revisions – August 2024

2024 AmeriHealth Caritas Next Provider Manual Updates	Page
Contact Center: Updated call center hours for Provider Services to 8am-6pm ET.	11
Contact Center: Updated call center hours for Member Services to 8am-6pm ET.	11
Physical Health Services That DO NOT Require Prior Authorization: Added language to include Out of Network Facilities for 48-hour Observation Stay.	76
Physical Health Services That Require Notification: Added language to include Out of Network Facilities for Maternity Obstetrical Services.	77

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