

August 03, 2026

Dear Member:

At AmeriHealth Caritas Next, we're here to help you get the most from your health care plan. That's why we work to help you keep your coverage active and on track.

In September, we will upgrade our billing and payment system. Because of this change, your monthly bill may look different.

Important: We will let you know more about these upcoming changes in a future notice. For now, please follow each bill's instructions on how to pay.

If you pay by mail

If you pay your insurance premium by check or money order, you can still pay by mail. However, there will be a new payment address and new account information to use.

Send your August payment as usual. Starting with payments mailed in September:

- ♥ Follow the payment instructions on your bill.
- ♥ Make checks payable to AmeriHealth Caritas Next.
- ♥ Include your new account number with your payment.
- ♥ Use the payment coupon included with your bill.
- ♥ Mail your payment to the address shown on your bill.

If you pay online

If you use your bank's bill-pay service, make sure your bank has your new account information.

Keep your coverage active

You must pay your monthly premium to keep your health coverage. If we do not receive your full payment by the due date, your coverage could be interrupted.

If your payment is late, we will continue to send reminders. These notices may look a bit different as we update our system.

Help avoid delays

To help make sure we receive your payment on time:

- Include your account number and payment coupon with every payment.
- Mail your payment early enough for sending and processing before your due date.
- Online payments and automatic payments may help you avoid mailing delays. Visit our website to learn more about these options.

**We're here to help**

Visit www.amerhealthcaritasnext.com/nc/accountupdates to learn more about these changes and find answers to common questions.

Thank you for being a valued member! We are committed to making this transition as smooth as possible and keeping you informed along the way.

Sincerely,

AmeriHealth Caritas Next