AmeriHealth Caritas Next

A product of AmeriHealth Caritas North Carolina, Inc.

Provider Alerts

Important information for our providers

November 16, 2026

Balance or Surprise Billing Reminders for North Carolina Next Members

In an effort to improve the satisfaction of our AmeriHealth Caritas Next members – your patients, we would like to remind you of the following practice billing reminders found in our Claims and Billing Manual located on our provider website: www.amerihealthcaritasnext.com/nc/providers/tools-and-services

AmeriHealth Caritas NEXT Members are protected from Balance Billing or Surprise Billing for:

- **Emergency Services:** For emergency services from an out-of-network Provider or Facility, the Provider or Facility may only bill the Plan's in-network cost-sharing amount (such as copayments and coinsurance). **A Member cannot be balance billed for these emergency services.** This includes services the Member may receive after they are in stable condition unless the Member gives written consent and waives their protection not to be balance billed for post-stabilization services.
- **Certain Services at an In-Network Hospital or Ambulatory Surgical Center:** For services provided by an in-network hospital or ambulatory surgical center, certain Providers in those facilities may be out-of-network, such as emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. In this circumstance, those out-of-network Providers may only bill the Member the Plan's in-network cost-sharing amount. Providers cannot balance bill the Member and may not ask the Member to waive their protection not to be balance billed.
- **Out-of-Network Providers:** Providers may need to bill a Member for an unpaid balance after time of service. It is the out-of-network Provider's responsibility to inform the Member and obtain the Member's acknowledgment in writing if products or services
  extend beyond the Plan's coverage so that the Member understands that they are liable for any costs beyond what the Plan will pay.

Questions:

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Network Account Executive or Provider Services at **1-855-266-0219**.

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