

September 24, 2025

AmeriHealth Caritas Next North Carolina Provider Manual Revisions – January 2026

2026 AmeriHealth Caritas Next North Carolina Provider Manual Updates	Page
Member ID Cards: Updated for PY2026	19
Covered Services: Allergy Testing and Treatment: Updated locations for covered services	24
Covered Services: Bariatric surgery: Added language regarding benefit	25
Covered Services- Prescription Drug Benefits: Updated benefit coverage; Updated mail-order pharmacy name to Walgreens Mail Service	35-45
Covered Services-Disease Management or Wellness Programs: Added benefit coverage	45
Covered Services-Healthy Reward Program: Updated language regarding benefit	46
Covered Services-Tobacco Cessation Program: Added benefit coverage	46
Covered Services- Weight Watchers Program: Added benefit coverage	46
Covered Services- Exclusions and Limitations: Updated list of services not covered	46-48
Members with Ongoing Special Conditions Continuity of Care: Added language for Members who are pregnant	54
Member Grievances and Appeals: Updated member consent language; updated mailing address	55
Member Grievances and Appeals-Standard Appeals: Added authorized representative form requirement	59
Member Grievances and Appeals- Expedited External Review: Updated NC Department of Insurance fax number	63
Provider Disputes: Updated mailing address; Updated language	64
Utilization Management: Updated contact notification language	79-81
Utilization Management Department Information: Added Transplant Team phone and fax number	82
Physical Health Services That Require Notification: Added Organ Transplant Evaluation Notification requirement; Added Utilization Management Transplant team phone and fax number	87
Specialty Programs- Advanced Diagnostic Imaging services: Updated outpatient	99-100

AmeriHealth Caritas Next and First Choice Next are individual and family health plans offered both on and off the Health Insurance Marketplace® by certain companies within the AmeriHealth Caritas Family of Companies. AmeriHealth Caritas Next is offered by AmeriHealth Caritas VIP Next, Inc. in Delaware; AmeriHealth Caritas Florida, Inc. in Florida; AmeriHealth Caritas North Carolina, Inc. in North Carolina; and First Choice Next by Select Health of South Carolina, Inc. in South Carolina.

services to be reviewed by our vendor Evolent	
Pharmacy- Submit your Pharmacy Claims to the correct plan: Updated RX BIN and PCN numbers	116
Specialty Drug Services: Updated specialty pharmacy name to Walgreens Specialty Pharmacy	124
QM Program Activities- Member Grievance Process: Updated mailing address	128

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

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 Account Executive or Provider Services at **1-855-266-0219**.