

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
Member ID Cards: Updated for PY2025	19
Collecting Copayments: 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
Covered Services-Congenital cleft lip and palate care and treatment: 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

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