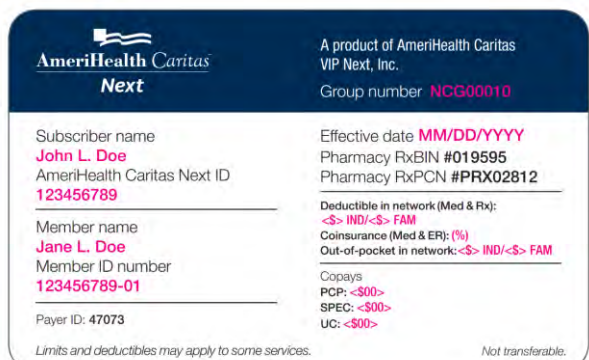


October 23, 2025

AmeriHealth Caritas NEXT (Exchange Plan): At A Glance

Important Member Information	
All new enrollees for the 2025 year have been issued new member ID cards. Members now have access to a digital member ID card through AmeriHealth Caritas Next Mobile App, offering a secure and convenient option to help members provide coverage information at the time of care for easier provider verification.	
Preferred Laboratory: Quest Diagnostics.	Quest is the preferred Laboratory Service Provider for AmeriHealth Caritas NEXT members. Additional in-network laboratories can be found in the provider directory.
Additional Member Communication Resources:	Members in need of translation services can call Member Services at 1-833-590-3330 (TTY 711), 8 a.m. to 6 p.m. Monday-Friday excluding holidays and weekends, and a representative will help locate a professional interpreter to communicate in the Member's preferred language. Our telecommunications relay service at 711 is also available for members with hearing or speech difficulties.

Plan Online Resources		
Provider Homepage		
HEDIS and Care Gaps	Section: HEDIS and Care Gaps	This spotlight features codes that are often associated with routine health screenings for Quality measures.
Quality Corner	Section: HEDIS and Care Gaps	This spotlight features articles and downloadable PDFs highlighting codes that may be helpful when providing care.
Claims, Billing, and Payment	Section: Claims, Billing, and Payment	Electronic Payor ID: 47073 AmeriHealth Caritas Next Attn: Claims Processing Department P.O. Box 7425 London, KY 40742-7425

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

Plan Online Resources (Continued)		
Prior Authorization Tool	Section: Prior Authorization	Check outpatient CPT/HCPCS Codes to determine prior authorization requirements
Prior Authorization Phone, Forms & Fax	Section: Prior Authorization	Utilization Management (UM) Department Phone: 1-833-533-8686 , 8 a.m. to 5 p.m., Monday to Friday. Fax Physical health: 1-844-486-3290 Fax Behavioral health: 1-833-779-3329

NaviNet Resources		
NaviNet Homepage Link		
For situations where a member does not have their ID card or the AmeriHealth Caritas Next Mobile App, member assignment can be verified in NaviNet. From the main health plans banner dropdown, select AmeriHealth Caritas NEXT to access the Provider Home main screen (or use the Homepage link above). To the left, the Workflows For This Plan section has resource links to navigate to identify member Eligibility and Benefits, Claim Status, Medical Prior Authorization, Report Inquiry sections, and Patient Documents (Care Gap Response Form) sections.		Workflows for this Plan - Eligibility and Benefits Inquiry - Claim Status Inquiry - Medical Authorizations - Medical Authorizations Log - Report Inquiry - Claim Submission - Provider Directory - Pharmacy Authorizations - Forms & Dashboards - Provider Data Information Form - Patient Documents - Practice Documents
Eligibility & Benefits	Section: Workflows For This Plan	Resource link used to navigate to searchable member eligibility and benefits screen.
Claim Status	Section: Workflows For This Plan	Resource link used to navigate to searchable member claim status screen.
Panel Roster Reports	Section: Workflows For This Plan , Subsection: Report Inquiry, Administrative Reports	Resource link used to navigate to Administrative Reports Inquiry section screen. To download a Practice/Group Panel Roster Report that includes all attributed members, select the Panel Roster Report under the Select Report: dropdown .

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NaviNet Resources (Continued)

PerformPlus Gaps in Care Closure Program Scorecards	Section: Workflows For This Plan , Subsection: Report Inquiry Clinical Reports	Resource link used to navigate to Clinical Reports Inquiry section screen. To download a Practice/Group Scorecard which practice/group level performance reports on key quality measures, select the PerformPlus Gaps in Care Closure Program Scorecards under the Select Report: dropdown .
Care Gap Response Form Patient Documents	Section: Workflows For This Plan	Resource link used to navigate to the member Care Gap Response Forms section. Utilize filters to search for members with open gaps in care and upload qualifying compliant medical records to resolve these gaps.
Medical Prior Authorization	Section: Workflows For This Plan	Resource link used to navigate to the Medical Prior Authorizations section to create new or search for existing medical authorizations.

Exchange Quality Department Resources

Exchange Quality Department Medical Record Fax	Fax: (833) 329-0394
Exchange Quality Department Email	ExchangeQualityDepartment@amerihealthcaritas.com

If you have any additional questions, please call your Account Executive or AmeriHealth Caritas Next Provider Services at 1-833-301-3377.