



AmeriHealth Caritas
Next

A product of AmeriHealth Caritas VIP Next, Inc.

To: AmeriHealth Caritas Next Providers

Date: 9/27/2023

Subject: AmeriHealth Caritas Next Delaware Provider Manual Revisions – October 2023

| 2023 AmeriHealth Caritas Next Provider Manual Updates | Page |
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| How to Verify member Eligibility: Updated Delinquent period for Non-APTC to 31 days. | 21 |
| Off-Market Members or on-Market Members who Do Not Receive APTCs: Updated Delinquent period for Non-APTC to 31 days. | 24 |
| Members with Ongoing Special Conditions Continuity of Care: Updated timeframe-duration for Member Circumstances for Coverage for Members who were determined to be terminally ill at the time of enrollment/provider termination and the provider was treating the terminal illness prior to enrollment/provider termination. | 51 |
| Provider Complaints and Disputes: added language related to provider rights to elect arbitration against AmeriHealth Caritas VIP Next regarding reimbursement disputes. | 59 |
| Provider Preventable Conditions: added language regarding Never Events; removed Catheter Associated Urinary Tract Infection from Health Care Acquired Conditions; added Other Provider Preventable Conditions; added Patient Safety Standards; added Potential Quality of Care Concerns; added Provider Sanctioning Policy, added Formal Sanctioning Process; added Notice of Hearing; added Conduct of the Hearing and Notice; added Provider Hearing Rights; added Appeal of the Plan Decision, updated reporting of incidents information. | 92-96 |
| Practitioner Credentialing Rights: Removed initial credentialing from appeal rights. | 132 |