

July 20, 2026

Dear Member:

Supporting your health and quality of life is our priority at AmeriHealth Caritas Next. Part of that commitment means giving you easy, stress-free ways to manage your health plan information.

Based on what you recently shared in member surveys, we know you value easy-to-use tools, clear information, and smooth ways to manage your account. We heard you — and we're using your feedback to guide improvements on our member portal.

In the coming months, you may notice updates to make it easier to view and manage your billing, payments, account details, and other member services. We appreciate your patience as we work to make your experience better.

Our goals

- ♥ Offer you a more streamlined, friendly experience that helps you get what you need quickly and confidently.
- ♥ Continue to keep your personal information safe with top security protections.

What this means for you

- ♥ You may see changes to how you use billing and payment tools.
- ♥ Some services may move to a newer or updated portal experience.
- ♥ We'll share clear instructions and details before we make any changes.
- ♥ Some information in your current member handbook may be outdated or incorrect due to these upcoming updates.

What's Next?

To help make sure you receive our important updates about these changes, please take these steps now:

1. Save this email address to your contacts: **ahcnext.info@emce.amerihealthcaritasnext.com**.
2. If you opted in to receiving text messages from us, save this text message number to your contacts: **31-783**.
3. Watch for future emails, text messages, and mailings with more information.

To get the latest updates, you can also visit: **www.amerihealthcaritasnext.com/nc/accountupdates**.

Thank you for being a valued member. We remain committed to meeting your health plan needs and keeping you informed every step of the way.

Sincerely,
AmeriHealth Caritas Next