

May 29, 2025

AmeriHealth Caritas Next Practitioner Credentialing/Recredentialing Rights

First Choice Next values our partnership and would like to remind you of your practitioner credentialing/recredentialing rights during the application review process.

It is important to remember the criteria, verification methodology and processes used by the Plan are designed to credential and recredential practitioners and providers in a non-discriminatory manner, regardless of race, ethnic/national identity, gender, age, sexual orientation, specialty, or procedures performed.

Applicants are entitled to certain Credentialing/Recredentialing rights as listed below:

- Review the information submitted to support their credentialing application, except for recommendations, and peer-protected information obtained by the Plan.
- Correct erroneous information. When information obtained by our Provider Services Department varies substantially from the information provided by the provider, our Provider Services Department will notify the health care provider to correct the discrepancy. *Note, corrections are to be made within 10 business days and can be submitted by calling Provider Services at 1-833-986-7277.
- Upon request, to be informed of the status of their credentialing or re-credentialing application. The Provider Services department will share all information with the provider except for references, recommendations, or peer-review protected information (e.g., information received from the National Practitioner Data Bank). Requests can be made via phone, email, or in writing. The Provider Services Department will respond to all requests within 24 business hours of receipt. Responses will be via email or phone call to the provider.
- Be notified within 60 calendar days of the Credentialing Committee or Medical Director Review decision.
- Appeal any re-credentialing denial within 30 calendar days of receiving written notification of the decision.

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.



- Upon written request, all credentialing application and primary source verification policies and procedures will be made available for review. To request any of the above, the practitioner should contact the Provider Services department at 1-833-986-7277.

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.

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