



**To:** First Choice Next Providers

**Date:** 9/27/2023

**Subject:** First Choice Next Provider Manual 2023 Revisions – October 2023

<b>2023 First Choice Next Provider Manual Updates</b>	<b>Page</b>
<b>How to Verify member Eligibility:</b> Updated Delinquent period for Non-APTC to 31 days.	22
<b>Off-Market Members or on-Market Members who Do Not Receive APTCs:</b> Updated Delinquent period for Non-APTC to 31 days.	25
<b>Members with Ongoing Special Conditions Continuity of Care:</b> 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.	47
<b>Provider Preventable Conditions:</b> 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.	92-97
<b>Practitioner Credentialing Rights:</b> Removed initial credentialing from appeal rights.	132-133