



To: First Choice Next Providers

Date: 8/16/2024

Subject: First Choice Next Provider Manual Revisions – August 2024

2024 First Choice Next Provider Manual Updates	Page
Contact Center: Updated call center hours for Provider Services to 8am-6pm ET.	12
Contact Center: Updated call center hours for Member Services to 8am-6pm ET.	12
Physical Health Services That DO NOT Require Prior Authorization: Added language to include Out of Network Facilities for 48-hour Observation Stay.	82
Physical Health Services That Require Notification: Added language to include Out of Network Facilities for Maternity Obstetrical Services.	83

**Member Rights and Responsibilities are in the Provider Manual*