

FORMS COMPLETION

Frequently Asked Questions

Office Number: (704) 323 2049

Q: Where do I turn in my FMLA or Disability form?

A: We offer three ways to get information to our office:

- » Drop the forms off at the cashier's desk at any OrthoCarolina office.
- » Mail forms to:

OrthoCarolina
Attn: Privacy Office
4601 Park Rd Ste. 250
Charlotte, NC 28209

- » Fax: (704) 323 3954

For your convenience, you may also use any of these methods of delivery to turn in any information we may need.

Q: Is there a fee to have forms completed by the privacy office?

A: Yes, there is a pre-payment fee of \$20 per form that needs to be completed.

Q: If I need another form completed to continue my disability claim, will I have to make another payment?

A: Yes, a pre-payment charge of \$20 is required for all forms that need to be completed.

Q: Where can I make my payment?

A: At any OrthoCarolina center, by mailing payment to the address listed above or by calling our office and making payment a debit or credit card over the phone.

YOU. IMPROVED.

OrthoCarolina

OUR MISSION: *To provide quality care and create a healthier community.* | ORTHOCAROLINA.COM

Q:What is an acceptable form of payment?

A: We except Visa, MasterCard, American Express and Discover credit cards. Additionally we accept check (with valid identification), cash and money orders.

Q:When will I receive my completed forms?

A: Our processing time to complete all forms is 7-10 business days from the time we receive payment.

Q: How can I help to expedite the process?

A: Sign a Request for Form Completion document and make pre-payment when you turn in any forms that need to be completed, failure to do so will delay the process.

Be sure to ask your physician for a work status note at each visit, this provides our office with the most accurate information regarding your works status.

Q: Should I sign a Request for Form Completion even if I want my completed forms to be mailed directly to me?

A: Yes, we would like all of our patients to fill out one of these forms. When a disability insurance company calls to verify information over the phone we must first confirm we have signed authorization. If we do not we can not provide any information over the phone, thus delaying your claim with your disability company. Also, this form asks for the patient to identify the treating provider, injury/problem date and last day worked.

Q: Can I provide verbal authorization over the phone?

A: No, it is an OrthoCarolina policy that we have written consent

Q:When I contact the privacy office who should I ask to speak with?

A: You may speak with the representative who answers the phone at the support desk, the representative will be happy to assist you or direct you to the appropriate individual.

Q: How can I provide feedback about my experience with the OrthoCarolina?

A: Please call 1-800-447-7923 or visit:

<https://www.integrity-helpline.com/OCcareline.jsp>

Feedback from our patients will help us to continue to provide the highest standards of care possible and are always greatly appreciated.