

## FORMS COMPLETION PROCESS

### Frequently Asked Questions

**Q: Where do I turn in my FMLA/Disability or Accidental Claim form?**

A: There are several ways to get information to our office:

- You can drop the form off at the front desk at any OrthoCarolina office.
- Mail forms along with payment to the following address:  
OrthoCarolina  
Attention Privacy Office  
4601 Park Road, Suite 250  
Charlotte, NC 28209
- Fax form to (704) 323-3954
- Email form to [OrthocarolinaPrivacy@orthocarolina.com](mailto:OrthocarolinaPrivacy@orthocarolina.com)
- Upload form to the patient portal

**Q: Is there a fee to have forms completed?**

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 new forms that need to be completed. However, we can update an old form with new out of work dates free of charge.

**Q: Where can I make the payment?**

A: At any Orthocarolina location, by mailing payment to the address listed above, or online at <https://orthocarolinaf.securepayments.cardpointe.com>

**Q: Do I need to sign an authorization form even if I want the form sent back to me?**

A: Yes, we would like all of our patients to fill out a Request for Form Completion document when requesting a form to be completed. This document provides our team information on where and how to send the form. Also, if a disability insurance company calls we cannot provide any information without consent, thus delaying your claim with your disability company. In addition, this document asks for the patient to identify the treating provider, injury/problem date and last day worked which will aid in completing your form.

**Q: When will I receive my completed forms?**

A: Our processing time to complete forms is 2 weeks. It is imperative that we receive the Request for Form Completion document and the pre-payment when you turn in the forms, failure to do so will delay the process.

**Q: How can I help to expedite the process?**

A: Be sure to ask your provider for a work status note at each visit, this provides our office with the most accurate information regarding your work status. Be sure to contact our office after your visit if we need to send updated information to your disability company.

**Q: Is there someone I can contact if I have questions about my forms?**

A: You may speak to a representative by calling (704)323-2049. Please listen carefully to the menu options and select the correct option based on your last name so you are connected to the person that is handling your form.