

Form Completion Process FAQ

What is Sharecare, and what exactly do they do?

Sharecare is a health information management company contracted with OrthoCarolina to provide services, including the completion of Disability and FMLA form paperwork.

How do I submit my FMLA or Disability paperwork?

1. Upload your form on the OrthoCarolina website. Follow the easy **1,2,3** instructions online at orthocarolina.com/patient-forms
2. Fax form to 866-570-0729

Is there a fee to have my forms completed?

Yes, there is a pre-payment fee of \$30 for the first form plus any applicable sales tax. For each consecutive or subsequent FMLA or Disability form regarding the same qualifying condition and claim, a \$15 fee will be assessed.

How can I pay for forms?

Preferred and fastest method: Pay Online!

You will receive an email notification from Sharecare 2-3 business days after you have submitted your form. The e-mail will include a payment link that will direct you to pay on the Sharecare payment portal website at payonline.sharecare.com

You will be required to enter the invoice ID/request ID on the payment website. The invoice/Request ID appears on the billing notification e-mail *and on any other e-mail notifications you receive from Sharecare.*

Note: *Please be sure to enter an active working e-mail address when submitting your paperwork to receive the payment link and all Sharecare status notifications. Check junk, spam and clutter folders should you not see the Sharecare e-mail within 2-3 business days from submission.*

Alternate Payment Method:

If you cannot locate the email notification, you may also pay by phone: Contact the Sharecare Forms Department at 866-273-4039. We accept all major credit cards. We do not accept HSA cards as a method of payment.

Note: Please do not call to make payment until after 2 business days from submission of your form on the OrthoCarolina website.

How can I check the status of my FMLA or Disability paperwork?

Easily check online at Sharecare's form tracker:

<https://recordstatus.sharecare.com/>

Check the Status of Your Records

Where is my medical record? Sharecare Health Data Services can help you find out where your records are within our process right now.

To search for a record, please provide:

Patient's date of birth

/ /

Next, please provide the patient's name or reference number:

First Name

Last Name

Or

Reference number on the request

You will simply need to enter your date of birth, first and last name and then click "search" to view all requests that you have submitted to Sharecare and their status.

Note: *Please give 2 business days after your submission to the OrthoCarolina website before attempting to track your request. You may also see other requests populate from prior form(s) submissions or from other entities like third party requesters. Please note the date and the zip code of delivery provided, should there be multiple results.*

You can also contact the Sharecare Forms Department at 866-273-4039 for the status of your form, as well as the Request ID number associated with your form.

When will I receive my completed form?

Please allow 2 business days for Sharecare to receive and process your form request from the time you submit it to the OrthoCarolina website or via fax. Once you receive the payment requested e-mail and you have submitted payment to Sharecare, it may take up to 5-7 business days to complete the disability form. It is imperative to submit all requested information and make the payment as soon as possible; failure to do so may delay the process.

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

Yes, a fee of \$15 per form plus any applicable sales tax for each consecutive or subsequent FMLA or Disability form will be charged as long as the form is regarding the same qualifying condition and claim.

I need to update the information on my FMLA or Disability paperwork. What do I need to do?

We understand that FMLA forms, as well as disability determinations may require an update of your medical information from your recent doctors' visit. You will need to re-submit the new paperwork to OrthoCarolina at orthocarolina.com/patient-forms for Sharecare to complete in such cases. There will be a fee of \$15.00 required for any updates requested.

I submitted my paperwork but no longer need it to be completed. How can I cancel it?

You can contact the Sharecare Forms Department at 866-273-4039 for assistance.

I still have questions?

Please reach out to our team at Sharecare, and we are happy to discuss any questions you might have. Contact us at 866-273-4039.