

Instructions for Claims Submissions by Members

- FirstCarolinaCare prefers to have a provider submit the claim on behalf of the member. However, there are times when a member will need to submit a claim instead of the provider. In those cases, a receipt or statement is required showing the services received, the member information, the charge, the date of service and the provider's name.
- Contracted providers typically have between 90-365 days, based on their contract, to submit a claim to the payer. Members have up to a year to submit a claim.
- Members can submit claims by mailing them to the address below and can contact Customer Service at 1-800-481-1092 (Monday through Friday, 8 a.m. to 5 p.m. ET) with questions.

FirstCarolinaCare Insurance Company

Attention: Claims

P.O. Box 6003

Urbana, IL 61803-6003