

Instructions to Enrollees on Getting a Refund of Premium Overpayment

The quickest way to get a refund is to call Customer Service at 1-800-481-1092 (Monday through Friday, 8 a.m. to 5 p.m. ET) when you receive your final invoice, which will show the credit balance in brackets. Once FirstCarolinaCare is notified, we have three options for the refund.

- If you paid with a credit card, the refund will be issued to that same credit card.
- If the payment was an automatic bank draft from a checking or savings account, the refund will be sent electronically back to the same account.
- If you paid any other way, a paper check will be issued. Checks usually mail within seven to 10 business days.