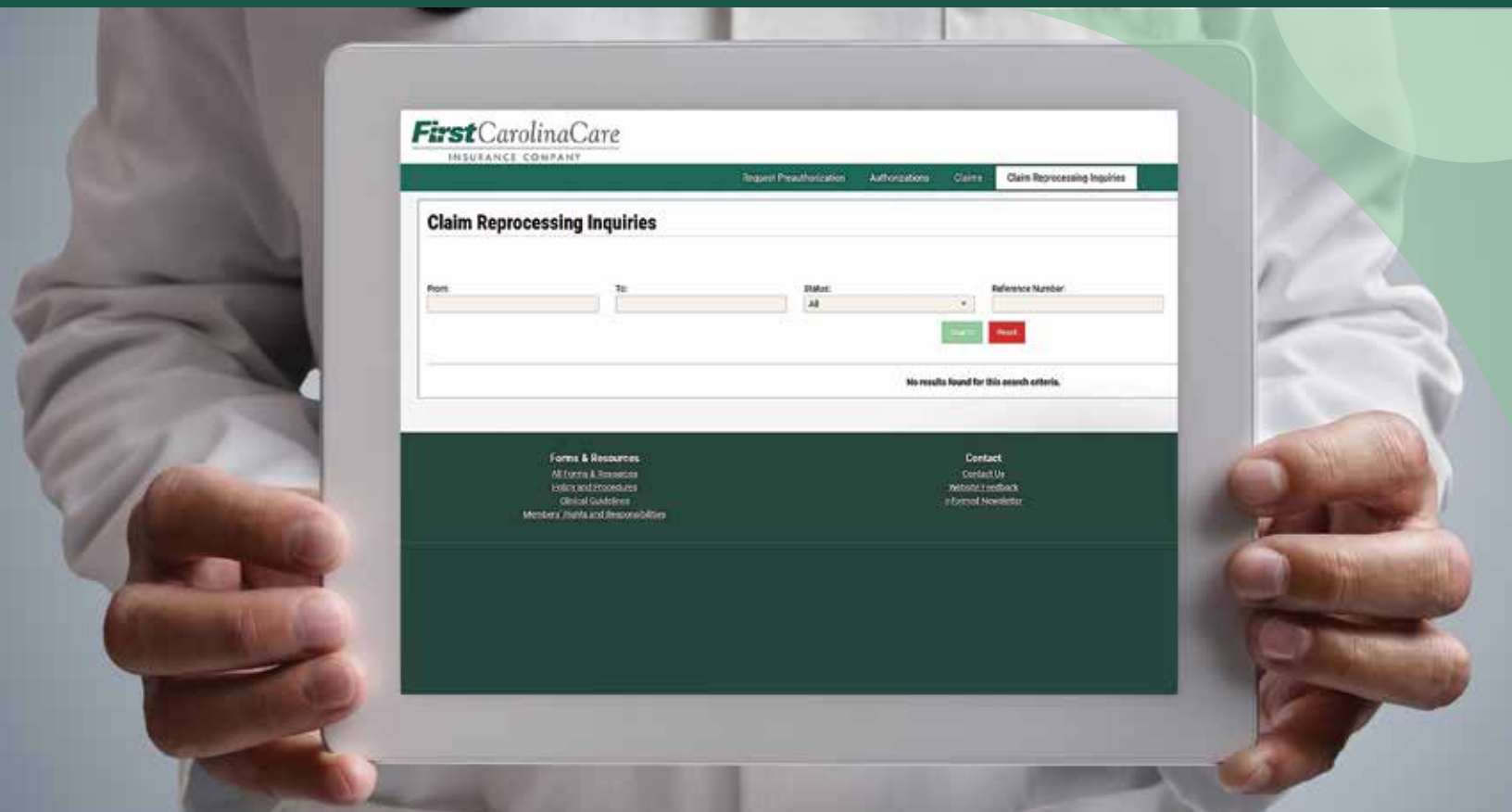


Claim Reprocessing Inquiries on FirstCarolinaCare.com

Question about how a claim was processed?

Use our Claim Reprocessing Inquiries feature on FirstCarolinaCare.com



The inquiry process is faster than ever.

- Choose your coding or non-coding issue.
- Your question is sent immediately to the correct department.

Register or log on to FirstCarolinaCare.com/ providers to submit claim reprocessing inquiries directly from a claim's detail page or from the Claim Reprocessing Inquiries tab.

It's easy to stay on top of your inquiry.

- Include an explanation and important documentation.
- Track your inquiries' progress.
- Communicate with a claims or coding analyst online.
- Contact FCC Provider Relations: (910) 715-8100.