

Tips on How To Get Your Claim Processed Quickly And Correctly



1. **Accident Information:** for each claim that is an accident, please include how, when and where the accident occurred. For chiropractic claims with the diagnosis of back pain, we will also need to know how when and where the injury occurred to rule out that it could be the result of an accident.
2. When you have **other coverage:** for children or spouse's claims, the process can be expedited with **other coverage** information attached or sent in separately on a claim form. Without this information, we will pend claim and request information, which will slow down the processing.
3. **Medical Supplies:** please ask doctor to include a letter of medical necessity when prescribing medical equipment and supplies.

Send all correspondence to:
Primary PhysicianCare Inc.
P.O. Box 11088
Charlotte, NC 28220

Customer Service: 1-800-446-5439 then follow the prompts for customer service.
To help route your call quickly, please have your ID number (from your ID card) ready when you call.