

INSTRUCTIONS FOR COMPLETING FORMS

You recently visited the web page of the Managed Care Patient Assistance Program. If you would like us to make an inquiry into your health insurance issue, please note the following guidelines. Print out the Inquiry Form and Medical Release. Make sure that you fill out all the sections that are applicable to you. Please be specific and identify what happened and with whom you have spoken to resolve the issues. Describe events in the order in which they occurred and make sure that you attach **photocopies** of relevant insurance handbooks, EOBs (explanation of benefits), contracts, medical bills, and other correspondence. Do not send us the originals. Documents and records cannot be returned.

After reviewing your documents, one of our Managed Care Specialists will contact you. Please make sure that we know how to get in contact with you by telephone. We may also need to call your insurer or your physician/provider for additional information. In order to do so, we must have an authorization for release of medical records. Make sure that you also complete the Authorization for Release of Medical Records form which you should complete, sign and return to us. If we determine that your issue is not one which is appropriate for this office, we will let you know and will forward your case to the appropriate agency for you. Please note that although we can help guide you through the health care system and show you how you can navigate through your health plan, we cannot give legal advice or make medical judgments.

If you have any questions or concerns about these forms, please do not hesitate to contact us toll free at 866-867-MCPA (6272) or (919) 733-MCPA (6272) . Our offices are open Monday through Friday from 8:00 A.M. until 5:30 P.M. We look forward to working with you to make your health plan work for you.

Managed Care Patient Assistance Program
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