



# State of North Carolina

## Agency Workers' Compensation Administrators Fact Sheet

### Reporting a Claim

- CorVel Care<sup>MC</sup> is available 24-7 for claim reporting and file access at [www.caremc.com](http://www.caremc.com).
- Authorized agency users may submit claims to Care<sup>MC</sup> depending on their agency-determined access level. If an extended electrical or internet outage occurs, agencies may call 855-691-9367 to report claims to a CorVel customer service representative.

### Initial Medical Treatment and First Fill Pharmacy Card

- Employers may locate an initial medical provider or pharmacy for injured workers by visiting [CorVel Medical Provider and Pharmacy Lookup](#).
- Following Care<sup>MC</sup> claim reporting, authorized agency users may print or send injured workers an electronic copy of their Initial Treatment Guide including claim number, initial medical treatment referral, and First Fill Pharmacy Card.

### Initial Claims Handling Process

- Once a complete claim report is submitted, the Claims Supervisor assigns the claim to the Claims Specialist (adjuster).
- For serious injuries or if an injured worker is immediately removed from work, the Claims Specialist initiates contact with the worker, employer, and medical provider within one business day.
- For medical-only claims, the Claims Specialist will only contact the injured worker if necessary to administer and close the claim.
- The Claims Specialist mails the injured worker a claim acknowledgment letter with their contact information, a blank NCIC Form 18, and a blank authorization for the release of medical records to complete and return to CorVel.

### Medical Billing Questions

- Injured workers should contact their assigned Claims Specialist if they receive an injury-related medical bill.
- Medical providers with workers' compensation billing questions may contact:

CorVel Corporation  
PO Box 6966  
Portland, OR 97228

Email: [8888519190@onlinecapturecenter.com](mailto:8888519190@onlinecapturecenter.com)

Phone: 704-941-2800 or 1-800-365-5998

Fax: 1-800-272-5779

### Direct Deposit for Payments to Injured Workers

- Injured employees may visit [CorVel Electronic Fund Transfer](#) to sign up for direct deposit. Completed EFT forms may be submitted via email, [eft@corvel.com](mailto:eft@corvel.com), or fax, 866-434-2481. Questions: call 503-795-3157 or 844-881-2109.
- CorVel EFT staff solely handles injured workers' banking information. **Claims Specialists have no access to direct deposit information.**

### CorVel Contacts

#### Account Managers

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