



State of North Carolina Agency Workers' Compensation Administrators Fact Sheet

Reporting a Claim – CorVel Care^{MC} is available 24 hours a day, 7 days a week for new claim reporting and claim file access at the following URL webpage:
<https://www.caremc.com>.

- Authorized agency users may enter and save and/or submit claims to Care^{MC} dependent upon their agency determined access level. If 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^{MC} 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, Claims Supervisor assigns claim to Claims Specialist (adjuster) who initiates contact with injured worker, employer, and medical provider within one business day.
- Claims Specialist mails injured worker a claim acknowledgement letter with their contact information, blank NCIC Form 18, and blank authorization for 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 medical billing questions may contact:

CorVel Corporation
PO Box 6966
Portland, OR 97228

Email: 8888519190@onlinecapturecenter.com
Phone: 704-941-2800 or 1-800-365-5998
Fax: 1-800-272-5779

Direct Deposit for Payments to Injured Employees

- 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, 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.**

My Care App

- Injured employees may download CorVel's secure My Care app via iTunes or Google Play. Once agency claim reporting and the MyCare app sign-up process is complete, injured employees may access their claim number and details, Claims Specialist contact info, indemnity payments, initial medical referral information, First Fill Pharmacy Card, and Permanent Pharmacy Card, if applicable.

CorVel Contacts

Account Managers

Jennifer Stepanek - Jennifer.Stepanek@corvel.com

Office: 704-941-2223 Cell: 407-790-0042

Christina White - Christina.White@corvel.com

Office: 704-941-2812 Cell: 919-675-6745

Claims Manager

Janine Badey - Janine.Badey@corvel.com

Office: 919-277-1585 Cell: 919-675-3764