

Billing and Insurance: A Reference Guide



General Billing Information

Brunswick Urgent Care utilizes StraightLine Medical Billing for claims filing and customer service. If you have any questions about your account with Brunswick Urgent Care please allow our professional staff to assist you.

Contact us:

A) If you live in and around the greater Wilmington area, call Customer Service at **910-395-9984**. If you are out of the Wilmington area, call us toll free at 800-745-9981. Our office hours are from 8:30 a.m. to 5:00 p.m. EST.

B) Email inquiries to: **customerservice@straightlinemedical.com**. We strive to respond to email requests within 24 hours.

C) Fax inquiries to: **866-504-4009**. We strive to respond to fax requests within 24 hours.

D) Send written correspondence including payments to: **Brunswick Urgent Care Attn: Patient Billing Department** □ **PO Box 601790** □ **Charlotte, NC 28260-1790**

At Brunswick Urgent Care we understand that insurance coverage varies by patient. We will bill your insurance carrier directly and will help to resolve any coverage issues that arise. For the convenience of our patients, Brunswick Urgent Care participates with many area insurance carriers including, but not limited, to the following:

AETNA

BCBS OF NC

MEDICARE

MEDICAID

MEDCOST

TRICARE

UNITED HEALTHCARE

CIGNA HEALTHCARE

Should you have any questions regarding our insurance or billing policies, please give us a call.

Methods of Payment Accepted

We gladly accept personal checks, Discover, Mastercard, Visa and American Express