

My UJNC Chart Billing Frequently Asked Questions

How can I reach a Billing Representative?

You can reach the Customer Service Call Center at (984) 974-2222 or toll free at (800) 594-8624, Monday-Friday, 8 a.m. – 5 p.m. Payments can also be made at UNC Patient Financial Services at 200 Eastowne Dr., Chapel Hill, NC 27514.

What if I cannot pay the total amount due on my statement?

We offer an interest free payment plan for your convenience. We also offer financial assistance to review the conditions for applying for financial assistance. Find out more information or download a form at this link:

<https://www.uncmedicalcenter.org/uncmc/patients-visitors/billing/financial-assistance-programs/>

How can I receive an itemization of the charges I am being billed for?

You can make a request through My UNC Chart at <https://myuncchart.org> by choosing “Messaging” at the top and then “Ask Customer Service” from the drop-down menu. You can also call the Customer Service Call Center at (984) 974-2222 or toll free at (800) 594-8624, Monday-Friday, 8 a.m. – 5 p.m.

What if my insurance was not billed?

You may provide your insurance information three different ways:

1. You can call the Customer Service Call Center at (984) 974-2222 or toll free at (800) 594-8624, Monday-Friday, 8 a.m. – 5 p.m.
2. Sign in to My UNC Chart at <https://myuncchart.org> and select Billing from the top and then Insurance Summary from the drop-down-menu to add the insurance information.
3. Include a copy of the front and back of your card with your bill and mail to:
PO Box 603158, Charlotte, NC 28260-3158.

Why doesn't my payment show on the most recent bill I received?

There may be a possibility that the bill was mailed to you prior to UNC Health Care receiving your payment. In addition, you can sign in to My UNC Chart at <https://myuncchart.org> to view all payments posted. Choose “Billing” from the top and then “Billing Acct Summary” from the

drop-down menu. Click on the “See Payment History” link in the “Last Payment” column and fill in the desired date range to see your payments.

Why am I getting a bill from the Hospital when I was seen at a clinic?

UNC Health Care provides services at several offsite clinic locations and could result in a bill for both the hospital and provider.

How can I receive information or apply for Charity Care?

You can find Charity Care information on the Financial Assistance page at this link: <https://www.uncmedicalcenter.org/uncmc/patients-visitors/billing/financial-assistance-programs/>. The application is available at the bottom of the page to download and print.

You can make a request through My UNC Chart at <https://myuncchart.org> by choosing “Messaging” at the top and then “Ask Customer Service” from the drop-down menu. You can also call the Customer Service Call Center at (984) 974-2222 or toll free at (800) 594-8624, Monday-Friday, 8 a.m. – 5 p.m. The application will be mailed out to you within 5-10 business days.

Can I get a discount if I pay in full?

Discounts are automatically applied to uninsured patient’s accounts for medically necessary services. We have contracts with insurance carriers that also include adjustments to total charges for insured patients. Additional discounting is currently not offered.

What should I do if I feel like my benefits are wrong and/or I have already met my deductible/out-of-pocket?

The amount billed to you after insurance processing is determined by your insurance carrier. Any questions related to how your benefits were applied should be directed to your insurance carrier directly. If you have questions concerning how your claim was billed that may have affected your out-of-pocket amounts, please contact the Customer Service Call Center at (984) 974-2222 or toll free at (800) 594-8624, Monday-Friday, 8 a.m. – 5 p.m.

Who should I contact with questions concerning charges that are posted to my account?

Contact the Customer Service Call Center at (984) 974-2222 or toll free at (800) 594-8624, Monday-Friday, 8 a.m. – 5 p.m. You can also send a message through My UNC Chart at <https://myuncchart.org> by choosing “Messaging” at the top and then “Ask Customer Service” from the drop-down menu.