

*Any disputes with your medical insurance carrier?*

The North Carolina Department of Insurance is ready to assist those who have a dispute with their medical insurance carriers. If you have a problem, question or concern regarding your medical insurance company or coverage, send them a letter detailing your complaint.

No phone calls please; the department will only respond to complaints submitted in writing. The department will notify you that they have received your complaint within ten days. Typically, the department will respond to your complaint within four to six weeks of your initial letter. The Department of Insurance is a state agency funded by your tax dollars.

It's your right and they are there to serve you. So, if you have a complaint with your insurance company, write to them at:

The North Carolina Department of Insurance  
P. O. Box 26387  
Raleigh, North Carolina 27611