

Financial Hardship Program

A financial hardship program is available for patients in need of assistance paying their balance. Patients must complete an application and provide proof of financial hardship. Pinehurst Medical Clinic utilizes Federal Poverty Guidelines to determine eligibility for the program.

How to obtain an estimate

A patient may obtain an estimate of charges included on the statewide 20 most common outpatient procedures list by contacting our financial services department at 910-295-9391. Upon request from the patient, the information will be provided in writing within 3 business days.

How to dispute a bill

A patient may dispute a charge by contacting our financial services department at 910-295-9391. If the dispute cannot be resolved by financial services, the patient may submit a written appeal to PMC Administration.

Refunds of overpayments

Overpayments will be refunded within 45 days, provided all previous ACS balances are satisfied.

Itemized statement of charges

Itemized statements are provided to patients when the balance due becomes patient responsibility. In addition, an itemized statement of charges is available to a patient upon request by contacting our financial services department at 910-295-9391.

Litigation

Pinehurst Medical Clinic will require a collection agency to obtain written consent from the facility prior to initiating litigation against the patient or responsible party. There will be no execution on or otherwise forced sale of the principal residence of the patient, or of the parent's residence if the patient is a minor.