

Instructions for filing Aflac claims

Accident Claims:

- Fill out, sign, and date the first and last pages only of the claim form (disregard physician page if you submit proof of services).
- Attach detailed proof of services; detailed visit notes, itemized bill or UB04, scan results (such as MRI or CT), ambulance bill, discharge summary, operative report, ER report, police report, etc... (i.e. Physical Therapy detailed notes, etc...) DO NOT ONLY SEND EOBs, they lack details

Cancer Claims:

- Fill out, sign, and date the first and last pages only of the claim form (disregard physician page if you submit proof of services).
- Attach detailed proof of services; PATHOLOGY REPORT, detailed office/physician notes, itemized bill or UB04, Treatment bills, discharge summary, operative report, scan results, etc... DO NOT ONLY SEND EOBs, they lack details

Personal Sickness and/or Hospital Indemnity Claims:

- Fill out, sign, and date the first and last pages of the claim form (disregard physician page if you submit proof of services).
- Attach detailed proof of services; detailed office/physician notes, itemized bill or UB04, discharge summary, operative report, ER report, ambulance bill, any reports such as results: MRI, CT, etc... DO NOT ONLY SEND EOBs, they lack details

Wellness claims and Physician Visit Benefit "P.V.B." (Dr's visit)

* annual wellness &/OR the allotted Dr. visits on the Sickness policy- simply fill out the correct form completely and fax to 1-877-442-3522 (or simply send proof of visits or wellness exams) (do not send EOBs)

Dental Claims:

- No claim form is needed IF you send in detailed office print out of services and ADA codes along with dental office complete info (the more detailed print out the better) DO NOT ONLY SEND EOBs, they lack details - aflac ADA dental claim form is recommended and available

Disability Claims:

- All portions of the disability claim forms must be completed for submittal

TO SEND CLAIMS:

CLAIMS FAX # : 1-877-442-3522

EMAIL for assistance : info@mybenecom.com

***OR –MAIL CLAIMS TO Aflac Claims:1932 Wynnton Rd, Columbus GA 31999**

How to file a wellness claim

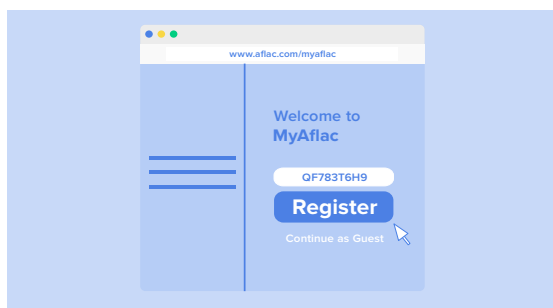


Your Aflac wellness claim pays you money for staying on top of your health by getting yearly checkups and medical screenings such as physicals, dental exams and eye tests. Most Aflac accident, hospital indemnity and cancer insurance policies have a wellness benefit to pay you for staying on top of your health.

You can file your wellness claim online at aflac.com/MyAflac or through the MyAflac® mobile app available for Apple and Android devices.

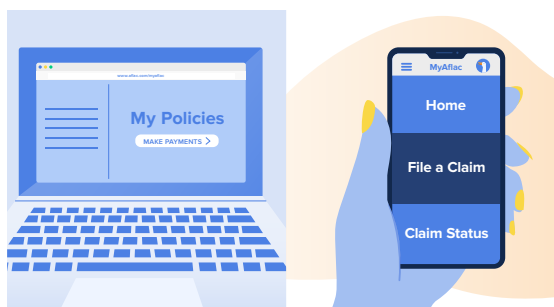


Follow these steps below or watch the video [here](#).



Step 1:

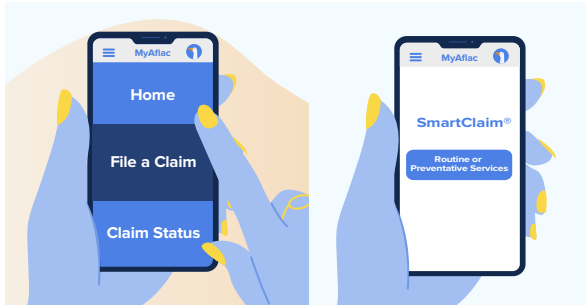
Before filing a claim, make sure you register online by creating a MyAflac account. You can sign up using either your Aflac insurance policy number or alternate personal information. You can also file a claim as a guest if you prefer not to register.



Step 2:

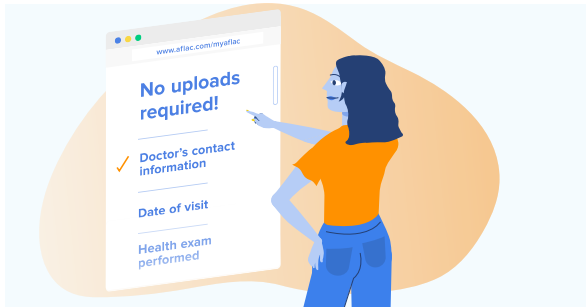
Simply log in to your account at aflac.com/MyAflac or download the MyAflac app to your mobile device.





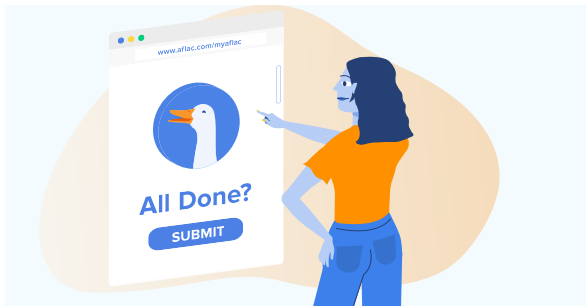
Step 3:

Go to “File a Claim”, select “Physician visits, routine or preventative services” and follow the steps.



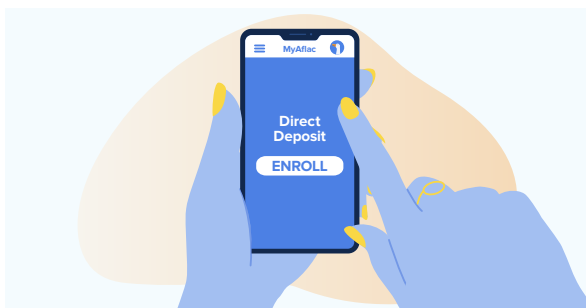
Step 4:

There's no uploading required. All you need is your doctor's contact information, date of your visit, and the health exam performed.



Step 5:

Follow a few simple steps and your Aflac wellness claim is complete. You can even track its progress online with the claims status tracker.



Step 6:

Need your money even faster? Enroll in direct deposit for speedier delivery right to your bank account.

We're here for you when you need us most. Get to know us at aflac.com.

*Cash benefits are paid directly to you, unless assigned otherwise.

Coverage is underwritten by Aflac. In New York, coverage is underwritten by Aflac New York.

WWHQ | 1932 Wynnton Road | Columbus, GA 31999

You can speed up the processing and payment of your Aflac claims.

Experience faster service with Aflac SmartClaim.®



ACCESS

aflac.com/smartclaim
and log in to Online Services
for Policyholders.



START

your claims online
for faster processing
and payment.



UPLOAD

your supporting
documentation for a total
online experience.



Aflac herein means American Family Life Assurance Company of Columbus
and American Family Life Assurance Company of New York.

Worldwide Headquarters | 1932 Wynnton Road | Columbus, Georgia 31999



LOG ON TO ONLINE SERVICES FOR POLICYHOLDERS

Visit aflac.com/smartclaim and simply enter the required information in the fields provided. Follow the instructions to create your user profile.

GET CLAIM FORMS

You can immediately access Aflac claim forms by going online. And, for most claim types, you'll be able to use the Aflac SmartClaim® feature. SmartClaim guides you in completing the appropriate form so that claims can be processed faster.

MORE REASONS TO USE SMARTCLAIM

SmartClaim automatically identifies the type of coverage available to you and determines who is eligible under your policy. The system also provides you with step-by-step instructions for completing your claim, and helps improve claim submission accuracy by asking questions tailored to your specific event type.

Once you've completed the online form, you can upload supporting documentation and submit all of your

information to Aflac electronically. Electronic submission is recommended because it enables Aflac to receive and process your claims quickly. *Please note certain claim information cannot be uploaded (i.e., wellness claim forms and life claim information).* You can also select to print and fax or mail the online form along with your supporting documentation.

QUICKER PAYMENT TURNAROUND

In addition to improving claim form accuracy, SmartClaim helps speed up the claims payment process. When you start your claim online, the system recognizes that a claim is being initiated and is ready to pay when the signed claim form and all supporting documentation is received.

CHECK CLAIMS STATUS

Using Online Services for Policyholders also enables you to instantly check your claims status and claim payment details so you won't have to wonder: Where's my check?

The online claims process is currently available for policyholders with individual plans only.

NEED MORE INFORMATION ABOUT ONLINE SERVICES AND SMARTCLAIM?

Ask your Aflac agent or go to aflac.com/smartclaim.

1.800.99.AFLAC (1.800.992.3522) | aflac.com