Accident Claims Checklist

**Identify your policy** *(Please include at least three pieces of identifying information.)*  
☐ Policy number.  ☐ Policyholder’s name.  ☐ Policyholder’s date of birth.  ☐ Policyholder’s address.

**What you need to file a claim**  
☐ Patient’s name and date of birth.  ☐ Date and description of injury.  ☐ Physician’s name and address  
☐ Patient’s relationship to policyholder.  ☐ Location of the injury.  ☐ Physician’s phone numbers  
☐ Treatment date(s)

**Definitions & acronyms**  
- Emergency room (ER).  
- HCFA 1500 (non-hospital bill).  
- Authorization to obtain information (AU). *(This allows Aflac to request additional documentation on your behalf.)*  
- Itemized hospital bill (IHB).  
- Motor vehicle accident (MVA).  
- UB04 (itemized hospital bill).

**Proof of services** *(Please obtain the supporting documents for the corresponding benefit.)*  
☐ ER report or operative report.  
☐ Hospital confinement - IHB or UB04.  
☐ Major diagnostic imaging - Scan/imaging report.  
☐ Ambulance - HCFA 1500, ambulance bill or police report. *(Ambulance bill required for CA, NV and OR.)*  
☐ Accidental death - Certified death certificate & beneficiary statement claim form.  
☐ Police report - Required for MVA and any other occurrence investigated by the police.

- **Physician’s office notes.**  
- **Accident follow-up** - Treatment must be within 30 days, under the care of a physician.  
- **Physical therapy** - Must be performed by a licensed physical therapist.

**MyAflac® helpful tips:**

**My Claims**  
Follow your claim from start to finish and receive alerts if we need additional information through our integrated Claim Status Tracker.

**My Coverage**  
Here you will find a copy of your policy and benefit details to see what’s covered and benefit amounts.

**My Account**  
Enroll in direct deposit and receive claims benefits faster. Be sure to enroll at least 24 hours before filing a claim. Otherwise, we will mail you a check.