

Critical Care claims checklist

Have this information handy to identify your policy:

Policy number.

Policyholder's name.

Policyholder's date of birth.

Policyholder's address.

Here's a list of common items you will need to file a claim*:

Patient's name and date of birth.

Patient's relationship to policyholder.

Date of injury or illness.

Details of diagnosis.

Types of services received and details.

Authorization to obtain information: To allow Aflac to contact your provider on your behalf, please include the provider's name, address and fax number (if available).

Details of all requirements can be found by downloading your state-approved claim form at www.aflac.com/file-a-claim.

File your claim faster using the MyAflac mobile app

- 1 Log in to MyAflac or download the MyAflac mobile app.
(If you haven't registered on aflac.com/myaflac you will need your policy number.)
- 2 Click File a Claim on the MyAflac mobile app to begin. Our system will guide you through every step of the way.
- 3 Upload required documents by scanning or taking a quick snapshot.
- 4 Submit your completed claim to get paid fast.

Other ways to file a claim:

Guest claim submission: If you are not registered on MyAflac, you may file your claim as a guest.

Mail: Aflac, Attention: Claims Department
1932 Wynnton Road, Columbus GA 31999

Helpful tips:



View benefit details

Here you'll find a copy of your policy to see what's covered and benefit amounts.



Track your claim

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



Sign up for direct deposit and receive benefits faster

Be sure to register at least 24 hours before filing a claim. Otherwise, we will mail you a check.

