

# Dental 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.

Ask your dentist to provide a completed ADA form or

Itemized bill to include ADA codes, date of service

and charges. (Benefits cannot be paid from

a treatment summary or treatment plan.)

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 [aflac.com/file-a-claim](https://aflac.com/file-a-claim).*

## File your claim faster using the MyAflac mobile app

**1** Log in to [MyAflac](https://myaflac.com) or download the MyAflac mobile app.

(If you haven't registered on [aflac.com/myaflac](https://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.

