

# Hospital Indemnity 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 of injury or when symptoms first occurred.  
Patient's relationship to policyholder.      Physician's name, address and phone/fax number.

## Definitions & acronyms

- Emergency room (ER).
- Itemized hospital bill (IHB).
- UB04 (itemized hospital bill).
- HCFA 1500 (non-hospital bill).
- Operative report (surgical report).
- Authorization to obtain information (AU). *(This allows Aflac to request additional documentation on your behalf.)*

## Proof of services *(Please obtain the supporting documents for the corresponding benefit.)*

### ER visit.

#### ER report.

**Laceration** - Must include length of laceration.

### Physician's visit benefit.

#### Physician office notes.

#### Medical records.

**Ambulance** - Only need one from below.

#### Ambulance bill.

#### Discharge summary.

**IHB** - Indicating ambulance drop off.

### Surgery.

**Operative report** - Must include the type of procedure or procedure code.

### Hospital confinement/short stay benefit.

#### IHB or UB04.

**Date and time** of admission and discharge.

### Medical diagnostic imaging.

#### Scan/image report.

**Pregnancy** - Must indicate type of delivery.

#### IHB or UB04.

**Discharge summary.**

## 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 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.