

# Long-Term Care/Home Health Care 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.         | Facility's name, address, phone number.  |
| Patient's relationship to policyholder.   | Primary care physician's name, address, phone number.  |
| Authorization to obtain information (AU). | <a href="#">Long-term care or home health care claim form.</a><br>(Completed by treating physician and director of nursing.) |

## Definitions & acronyms

- **Operative report** (surgical report).
- **Pathology report** (test results from specimen which diagnosis cancer).
- **Certified death certificate** (signed by a judge and certified through the vital records office).
- **Uncertified death certificate** (photocopy of the original death certificate).
- **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.)*

### Details of diagnosis.

- Pathology report.
- Hospital discharge summary.
- Operative/surgical report.
- Medical records/physician office notes.

### Deceased patient.

- Death certificate (copy or original).
- Legal documents verifying the person authorized to handle the affairs of the deceased.

**Monthly itemized bill** - A bill from the provider detailing each service received each month.

## 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'll 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.