



Vision 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

For injuries:

For illnesses:

Patient's name and date of birth.

Date and description of injury.

Date symptoms first occurred.

Patient's relationship to policyholder.

Location of the injury.

Date of first treatment.

Definitions & acronyms

- UB04. (Itemized hospital bill.)
- HCFA 1500. (Non-hospital bill.)
- 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.)*

Physician office notes or receipt.

Eye exam.

Vision correction.

Visual impairment - Office notes/medical documentation showing level of impairment.

Surgery - Operative/surgical report.

Specific eye disease/disorder - Physician office notes, scan report or test results showing diagnosis.

Macular degeneration.

Retinal detachment.

Proliferative diabetic retinopathy.

Retinitis pigmentosa.

Glaucoma. (Excluding preglaucoma and/or borderline glaucoma.)

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.