

## MyAflac – Manage Your Claims

### Accessing MyAflac

1. Go to **Aflac.com/myaflac** to access MyAflac.
2. If you are a first-time user, click **Register Now** using your **policy number** and follow the instructions to complete registration.
3. If you have already registered, login to **verify or update your contact information** in the My Personal Info section.
4. Claims Direct Deposit – Take advantage of the full speed of One Day Pay<sup>SM</sup> by signing up for direct deposit.

### What Can Be Done Online?

- My Policies – View or download policy information, view service history and access forms to make policy changes.
- My Claims – View all claims submitted and upload documentation on applicable claims.
- My Service History – View service request history by policy.
- My Personal Info – Update address, phone, or email. Request a name change form.
- Direct Deposit – Enroll or manage claims direct deposit.
- Aflac Always<sup>®</sup> – Prevent policy lapses by setting up continuing payments.

### File a Claim

Claims can be submitted online through the Aflac SmartClaim<sup>®</sup> process or using the Aflac SmartClaim<sup>®</sup> mobile app. Aflac SmartClaim is available for claims on most Accident, Cancer, Hospital, Specified Health and Intensive Care policies. Aflac will review the claim under all applicable policies, so there is no need to submit more than one claim. Claims submitted through Aflac SmartClaim with all required documentation uploaded by 3 p.m. ET will be reviewed within one business day.

1. Access the “Start a SmartClaim” link on the My Policies page on MyAflac.
2. Select the patient the claim is being filed for
3. Choose a claim type
4. Enter the date the claim is being filed for
5. Answer a series of questions to supply the claim details
6. Verify the claim details provided
7. Acknowledge
8. Finish and upload documentation

For step-by-step tutorials on filing an online claim, please see our how-to videos available in the MyAflac Resource Center on aflac.com.

### Claim Documentation

Please see our claims checklists available in the MyAflac Resource Center on aflac.com.

- Physician Visits (for follow-up or therapy) – Obtain a HCFA 1500 billing form from the doctor’s office, or an itemized statement showing treatment and diagnosis codes.
- Hospital – Obtain a UB04 billing form from the Billing Office. This shows all treatment/diagnosis billing codes.
- Emergency Room/Urgent Care Clinic – Obtain an “ER Report” from the Hospital.
- Obtain Radiology Reports for X-Rays, MRIs, EKGs, etc.
- Surgery – Obtain a UB04 from the hospital billing office or HCFA 1500 billing form from the doctor’s office, or an itemized statement showing treatment or procedure code, and diagnosis code.
- Operative Reports – Obtain a copy of this report for inpatient or outpatient surgeries performed, including biopsies.
- Cancer Claims – To initiate the claim, submit a copy of the pathology report to reflect the type of cancer.
- Motor Vehicle Accident – Obtain a police report from the Police Department.

**Aflac Customer Service** – 800.992.3522 Monday–Friday 8:00 a.m. – 8:00 p.m. ET

**Aflac Claims Fax** – 877.442.3522

One Day Pay<sup>SM</sup> is available for certain individual claims submitted online through the Aflac SmartClaim<sup>®</sup> process. Claims may be eligible for One Day Pay processing if submitted online through Aflac SmartClaim, including all required documentation, by 3 p.m. ET. Documentation requirements vary by type of claim; please review requirements for your claim(s) carefully. Aflac SmartClaim is available for claims on most individual Accident, Cancer, Hospital, Specified Health, and Intensive Care policies. Processing time is based on business days after all required documentation needed to render a decision is received and no further validation and/or research is required. Individual Company Statistic, 2017. **Individual coverage is underwritten by American Family Life Assurance Company of Columbus. In New York, individual coverage is underwritten by American Family Life Assurance Company of New York.** Worldwide Headquarters | 1932 Wynnton Road | Columbus, GA 31999