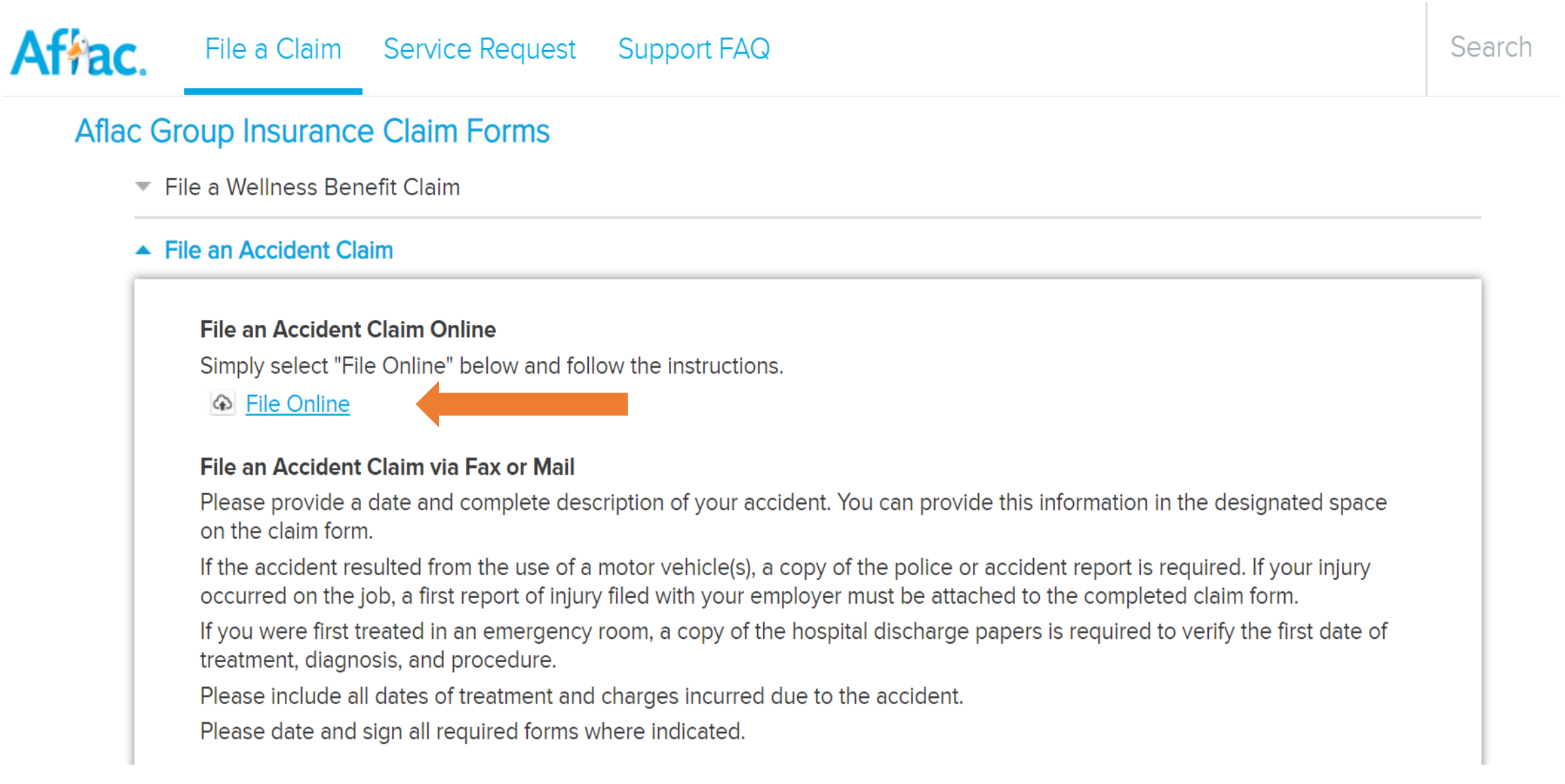
Aflac Group - Online Filing Submissions Process

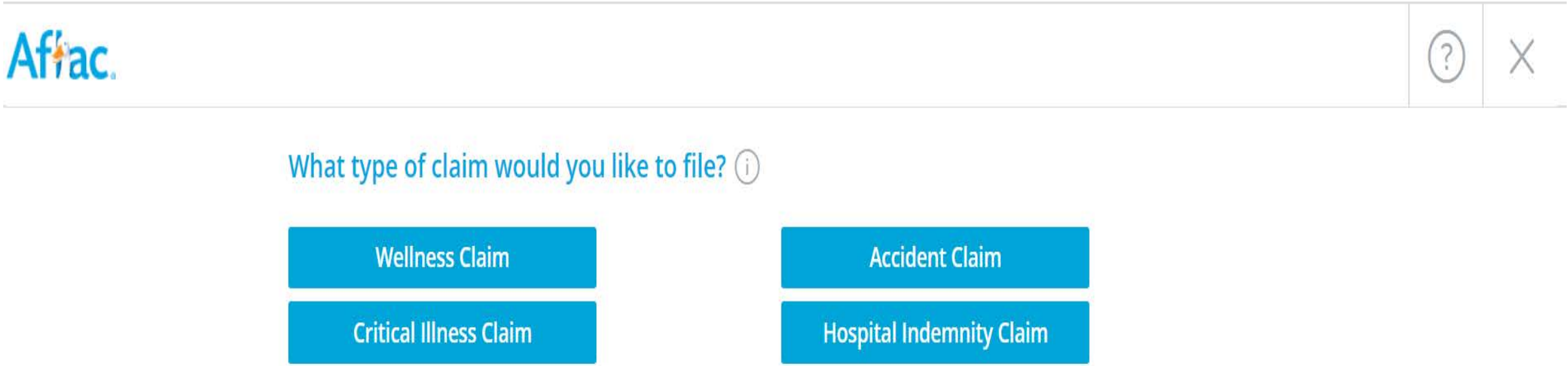
- www.aflacgroupinsurance.com/customer-service/file-a-claim.aspx
- Video is available on the above website: “How to file claim online”
- Claims intake portal (for claim submission only)
  - ✓Wellness
  - ✓Accident
  - ✓Critical Illness
  - ✓Hospital Indemnity
- Claim status will continue to be available through contacting our Customer Service Center (1-800-433-3036)

Aflac Group Online Claims Filing

Select File Online



Select Claim type



Explanation on needed documents provided per product:

Accident

ACCIDENT CLAIM

Before you begin, make sure these documents are ready to upload.

Required

- Itemized Bill from the Physician's Office (HCFA 1500)

If Applicable

- Itemized Bill from the Hospital or Medical Facility (UB04)
  Required only if there was a hospital stay
- Follow Up Visit-Receipts (with dates and charges)
  Required only if there were follow up visits or physical therapy
- Surgical Report
  Required only if the accident involved surgery
- Chart Note (with admission and discharge paperwork)
  Required only if there was a hospital stay
- Ambulance Bill
  Required only if there was emergency transport
- Appliance Receipt
  Required only if medical equipment was used (such as crutches, wheelchair, etc.)
- Major Diagnostic Exam Report of Billing
  Required only if diagnostic tests were performed (such as X-ray, CT Scan, MRI, MRA, EEG, etc.)
- Accident Report (i.e. police report)
  Required only if a motor vehicle accident occurred

BACK NEXT

Explanation on needed documents provided per product:

Critical Illness

CRITICAL ILLNESS CLAIM

Before you begin, make sure these documents are ready to upload.

Needed

- Attending Physician's Statement
  Before you proceed submitting your claim, please be aware in many cases a signed Attending Physician's Statement will be needed. Submitting your claim at this time without it could delay the processing of your claim. Before proceeding, we recommend downloading this form and having your Physician complete and sign it.
  Download form

If Applicable

- Chart Note (with admission and discharge paperwork)
  Required only if there was a hospital stay
- Pathologist Report
  Required only if diagnosed with a malignant condition (such as Cancer, Carcinoma in situ, Skin Cancer, etc.)
- Surgical Report
  Required only if the critical illness treatment involved surgery (such as Coronary Artery Bypass Surgery or other Heart Event, Major Organ Transplant, Bone Marrow
- Heart Attack; Sudden Cardiac Arrest Medical Reports
  Please include reports such as discharge summary, cardiology consult report, cardiac catheterization report,
- Stroke Medical Reports
  Please include reports such as Discharge summary, Initial diagnosis MRI and/or CT test reports, Follow-up MRI and/or CT test reports as proof of permanent neurological damage, Neurologist or therapist office notes, etc.
- Renal Failure Medical Reports
  Please include reports such as End Stage Renal Disease Medical Evidence Report, Proof of dialysis start date, Renal transplant operative report, etc.
- Health Care Provider Medical Documentation
  Please submit documentation indicating diagnosis and severity of such as Loss of sight, speech or hearing, Coma, Burns or Paralysis
- Itemized Bill from the Hospital or Medical Facility (UB04)
  Required only if there was a hospital stay

BACK NEXT

Explanation on needed documents provided per product:

Hospital Indemnity

HOSPITAL INDEMNITY CLAIM

Before you begin, make sure these documents are ready to upload.

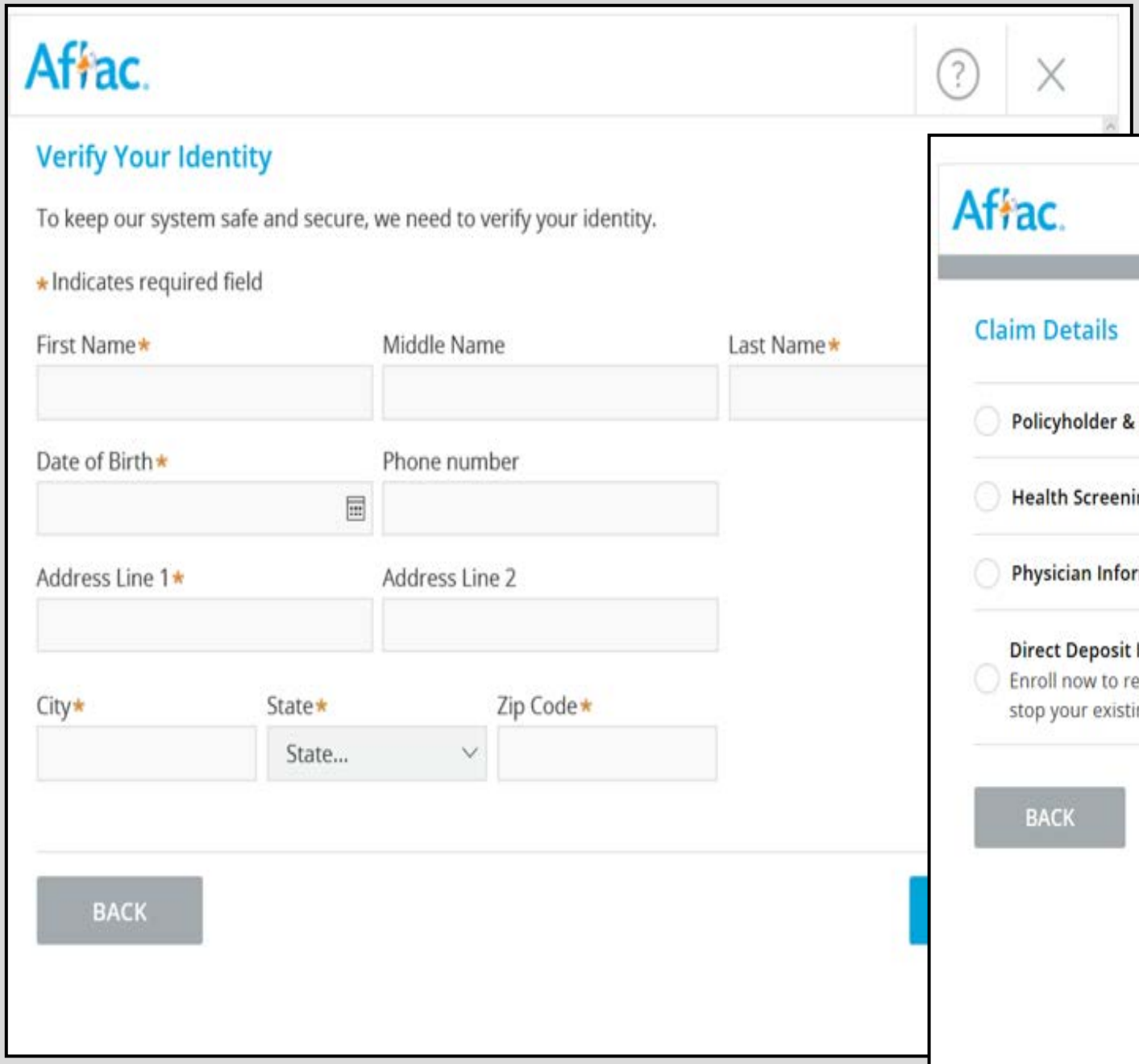
Required

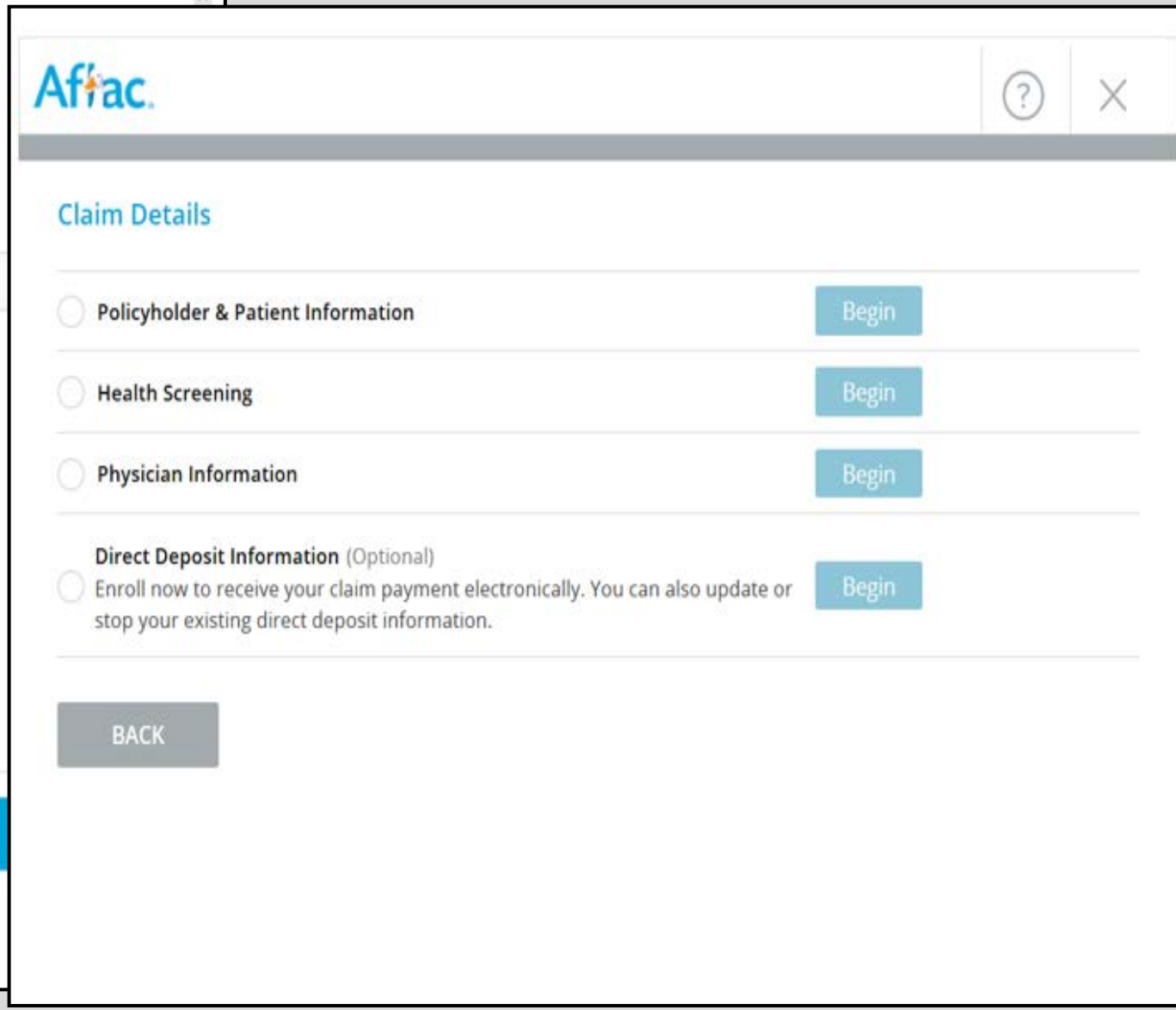
- Itemized Bill from the Physician's Office (HCFA 1500)

If Applicable

- Itemized Bill from the Hospital or Medical Facility (UB04)
  Required only if there was a hospital stay
- Chart Note (with admission and discharge paperwork)
  Required only if there was a hospital stay
- Surgical Report
  Required only if surgery took place
- Follow Up Visit-Receipts (with dates and charges)
  Required only if there were follow up visits or physical therapy
- Major Diagnostic Exam Report of Billing
  Required only if diagnostic tests were performed (such as X-ray, CT Scan, MRI, MRA, EEG, etc.)
- Accident Report (i.e. police report)
  Required only if a motor vehicle accident occurred
- Pathologist Report
  Required only if diagnosed with a malignant condition (such as Cancer, Carcinoma in situ, Skin Cancer, etc.)
- Pharmacy Receipts
  Required only if outpatient prescription drugs were prescribed
- Health Care Provider Medical Documentation
  Please submit documentation indicating diagnosis and severity of such as Loss of sight, speech or hearing, Coma, Burns or Paralysis
- Renal Failure Medical Reports
  Please include reports such as End Stage Renal Disease Medical Evidence Report, Proof of dialysis start date, Renal transplant operative report, etc.
- Stroke Medical Reports
  Please include reports such as Discharge summary, Initial diagnosis MRI and/or CT test reports, Follow-up MRI and/or CT test reports as proof of permanent neurological damage, Neurologist or therapist office notes, etc.

Next Steps: Verify insured identity and then begin completing the online claim form and uploading the supporting documentation.





Final Step: Review the claim information entered and sign and submit..