

# Critical Care Claims Checklist

Have this information handy to identify your policy:

- Policy number       Policyholder's name and date of birth       Policyholder's address

Here's a list of common items you will need to file a claim:

- Patient's name and date of birth
- Patient's relationship to policyholder
- Date of injury or illness
- Details of diagnosis
- Types of services received and details of charges

Details of all requirements can be found by downloading your state-approved claim form [here](#).

File your claim faster through the Aflac SmartClaim® Process:

- 1 Log in to [MyAflac](#) or download the MyAflac mobile app.  
(If you haven't registered on [aflac.com/myaflac](#) you will need your policy number to do so.)
- 2 Click Start a SmartClaim or File a Claim on the MyAflac mobile app to begin.  
Aflac SmartClaim guides you through every step of the way.
- 3 Upload required documents by scanning or taking a quick snapshot.
- 4 Submit your completed claim before 3 p.m. ET, Monday - Friday, to qualify for One Day Pay<sup>SM</sup> processing\*.  
SmartClaims received after 3 p.m. ET will be processed the next business day.

Other ways to file a claim:

**Fax:** 1.877.44.AFLAC (1.877.442.3522)

**Mail:** Aflac, Attention: Claims Department  
1932 Wynnton Road, Columbus GA 31999

Helpful tips: Log in to [aflac.com/myaflac](#) so you can:



#### View benefit details

Here you'll find a copy of your policy to see what's covered and benefit amounts.



#### Track your claim

Follow your claim from start to finish and receive alerts if we need additional information through our integrated Claim Status Tracker.



#### Sign up for direct deposit and receive benefits faster

Be sure to register at least 24 hours before filing a claim. Otherwise, your check will be mailed to you.



This checklist is intended to assist policyholders when filing claims and does not constitute a guarantee of claims payments. \*One Day Pay<sup>SM</sup> is available for certain individual claims submitted online through the Aflac SmartClaim® 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, 2018. Coverage is underwritten by American Family Life Assurance Company of Columbus. In New York, coverage is underwritten by American Family Life Assurance Company of New York.