

Accident 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 and description of injury

Location of accident

Copy of police report (motor vehicle accidents)

For hospital stay: Ask your hospital to provide a

completed UB04 document or ask your physician to

provide a completed HCFA1500 document

Include all ambulance, mobility aids, lodging and

transportation invoices

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

File your claim faster using the MyAflac mobile app:

- 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.)
- 2 Click Start a SmartClaim or File a Claim on the MyAflac mobile app to begin. 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, and qualify for One Day PaySM. 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: Register on [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, we will mail you a check.



This checklist is intended to assist policyholders when filing claims and does not constitute a guarantee of claims payments or act as an all inclusive list. *One Day PaySM 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.

Aflac herein means American Family Assurance Company of Columbus.