Accident 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

- ☐ Patient's name and date of birth.
- ☐ Patient's relationship to policyholder.
- ☐ Date and description of injury.
- ☐ Location of the injury.
- ☐ Physician's name and address.
- ☐ Physician's phone numbers.
- ☐ Treatment date(s).

Definitions & acronyms

- Emergency room (ER).
- Itemized hospital bill (IHB).
- UB04 (itemized hospital bill).
- HCFA 1500 (non-hospital bill).
- Motor vehicle accident (MVA).
- 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.)*

- ☐ **ER report** or **operative report.**
  - ☐ **Emergency room** - ER or urgent care report.
  - ☐ **Laceration** - Must include length of laceration.
  - ☐ **Burn** - Must include burn area measurements.
  - ☐ **Fracture** - ER/urgent care report or operative report.
  - ☐ **Surgery** - Operative/surgical report.
- ☐ **Physician's office notes.**
  - ☐ **Accident follow-up** - Treatment must be within 30 days, under the care of a physician.
  - ☐ **Physical therapy** - Must be performed by a licensed physical therapist.
- ☐ **Hospital confinement** - IHB or UB04.
- ☐ **Major diagnostic imaging** - Scan/imaging report.
- ☐ **Ambulance** - HCFA 1500, ambulance bill or police report. (Ambulance bill required for CA, NV and OR.)
- ☐ **Accidental death** - Certified death certificate & beneficiary statement claim form.
- ☐ **Police report** - Required for MVA and any other occurrence investigated by the police.

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 eligible claims benefits faster. Be sure to enroll at least 24 hours before filing a claim. Otherwise, we will mail you a check.