Vision 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.

For injuries:

- ☐ Date and description of injury.
- ☐ Location of the injury.

For illnesses:

- ☐ Date symptoms first occurred.
- ☐ Date of first treatment.

Definitions & acronyms

- UB04. (Itemized hospital bill.)
- HCFA 1500. (Non-hospital bill.)
- 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.)*

- ☐ **Physician office notes or receipt.**
  - ☐ **Eye exam.**
  - ☐ **Vision correction.**
  - ☐ **Visual impairment** - Office notes/medical documentation showing level of impairment.
- ☐ **Surgery** - Operative/surgical report.
- ☐ **Specific eye disease/disorder** - Physician office notes, scan report or test results showing diagnosis.
  - ☐ **Macular degeneration.**
  - ☐ **Retinal detachment.**
  - ☐ **Proliferative diabetic retinopathy.**
  - ☐ **Retinitis pigmentosa.**
  - ☐ **Glaucoma.** (Excluding preglaucoma and/or borderline glaucoma.)

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.

Aflac coverage is underwritten by American Family Life Assurance Company of Columbus. In New York, coverage is underwritten by Aflac New York.
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.
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