

## How To Use The MyAflac<sup>SM</sup> Mobile App

### Download the App:

- On your Smart Phone, go to the Apple Store or Play Store and download the MyAflac<sup>SM</sup> App
- Click on Install
- Open the App

### Register (Contact your agent for your policy number)

- In the App, click on *First Time User? Register now*
- Enter your policy # \_\_\_\_\_ and click submit
  - o If you don't know your policy number, click on "I don't know my policy number"
- Enter the requested and click submit
- Create a User ID \_\_\_\_\_ & password – \_\_\_\_\_ then click Submit
- Verify your email address
  - o Go to your email and click on verify in the email
- Log in again and Accept on the User Agreement

### Set Up Direct Deposit

- Go to the Aflac App & Log in
- Select the 3 lines at the top left
- Choose Direct Deposit
- Click on Manage Claims Direct Deposit
- Click continue and follow the prompts to enter your bank account information
- To Set up Aflac Always, click on the 3 lines at the top left. Click on Aflac Always.
- Select the policies you would like to protect and click on Enroll Aflac Always

### File a Claim

- Go to the My Aflac App and Login
- Scroll to SmartClaim and click File a Claim
- Click on Let's Proceed
- Select the person the claim is for, click Next
- Select the appropriate policy then answer a series of claims questions, click Next
- Enter your name in Type signature, click on Accept
- Scroll down and upload any supporting documentation, click Next

### Claim Documentation

- Physician Visits (for follow-up or therapy) – Obtain a HCFA 1500 billing form from the doctor's office, or an itemized statement showing treatment and diagnosis codes.
- Hospital – Obtain a UB04 billing form from the Billing Office. This shows all treatment/diagnosis billing codes.
- Emergency Room/Urgent Care Clinic – Obtain an "ER Report" from the Hospital.
- Obtain Radiology Reports for X-Rays, MRIs, EKGs, etc.
- Surgery – Obtain a UB04 from the hospital billing office or HCFA 1500 billing form from the doctor's office, or an itemized statement showing treatment or procedure code, and diagnosis code.
- Operative Reports – Obtain a copy of this report for inpatient or outpatient surgeries performed, including biopsies.
- Cancer Claims – To initiate the claim, submit a copy of the pathology report to reflect the type of cancer.
- Motor Vehicle Accident – Obtain a police report from the Police Department.

## How To Use Aflac.com From a Computer

### Initial Set Up

- Go to [www.Aflac.com](http://www.Aflac.com)
- Click Login/Register on the top Right side of the screen - Click Individuals
- Scroll down to First time user? Click Register
- Enter your Policy # \_\_\_\_\_
- Set up Username: \_\_\_\_\_ & Password: \_\_\_\_\_

### Setting Up Direct Deposit

- Go to Aflac.com
- Login as an Individual
- Click your name on the top right and choose my account
- Click Payments and Deposits
- Click Manage Direct Deposit on the bottom. Enter your checking account information.
- You can also make payments here and check to make sure your policies have been paid

### File A Claim

- Go to Aflac.com and log in
- Click Lets Go to start a claim
- Choose a claim type
- Answer a series of claims questions, clicking Next after each section
- Verify the claim details provided and acknowledge
- Finish and upload documentation

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