

Long-Term Care/Home Health Care 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. Facility's name, address, phone number.
Patient's relationship to policyholder. Primary care physician's name, address, phone number.
Authorization to obtain information (AU). [Long-term care or home health care claim form.](#)
(Completed by treating physician and director of nursing.)

Definitions & acronyms

- **Operative report** (surgical report).
- **Pathology report** (test results from specimen which diagnosis cancer).
- **Certified death certificate** (signed by a judge and certified through the vital records office).
- **Uncertified death certificate** (photocopy of the original death certificate).
- **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.)*

Details of diagnosis.

- Pathology report.
- Hospital discharge summary.
- Operative/surgical report.
- Medical records/physician office notes.

Deceased patient.

- Death certificate (copy or original).
- Legal documents verifying the person authorized to handle the affairs of the deceased.

Monthly itemized bill - A bill from the provider detailing each service received each month.

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.