

How Do I Start a Claim with Aflac?

START YOUR CLAIM

Choose one of these two paths:



CONTACT OUR CUSTOMER CARE CENTER

toll free at [1-800-206-8826](tel:1-800-206-8826) between 8 a.m. and 8 p.m. ET, Monday - Friday



LOG IN TO OUR PORTAL

<https://mygrouplifedisability.aflac.com/personal>
Then select the Report a Leave button in My Cases.
If you have questions, call us.



HELPFUL INFO TO HAVE ON HAND

Illness/injury

Provider info, diagnosis or condition, dates away from work.

Pregnancy/childbirth

Estimated date of delivery, provider info, child's date of birth, dates away from work.

Behavioral health

Provider info, inpatient hospital info, dates away from work.

Work-related illness/injury

The amount/frequency of your workers' compensation benefits.

AFTER YOU FILE YOUR CLAIM



YOUR CASE NUMBER IS ASSIGNED

Once intake is complete, you will receive a case number. You will see this number on messages that we send to you.



YOUR CLAIM IS REVIEWED

A case manager may contact you if any additional information is needed.



YOUR WELCOME PACKET IS MAILED

We will mail a welcome packet that includes: a letter summarizing benefits, next steps and any needed forms.

Visit <https://mygrouplifedisability.aflac.com/personal> on any device to check the status of your claim, upload documents, sign forms, and access claim info. You can also sign up for text messaging with your case manager so you never miss an important message.

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