

# Aflac Group

## Accident, Hospital and Critical Illness Claims Filing Information

**Online Claims submission** for Accident, Hospital and Critical Illness claims:

<https://www.aflacgroupinsurance.com/customer-service/file-a-claim.aspx>

**Download Claim** forms at [www.AflacGroupInsurance.com](http://www.AflacGroupInsurance.com)

Choose “Customer Service” then “Filing a Claim”

Customer Service can be reached at 800.433.3036 from 8:00 am – 8:00 pm EST or via email at: [cscmail@aflac.com](mailto:cscmail@aflac.com)

Submitting claims:

**Via Email:** [GroupClaimFiling@Aflac.com](mailto:GroupClaimFiling@Aflac.com)

**Via Fax:** 866.849.2970

**Via Mail:** Continental American Insurance Company  
PO Box 84075, Columbus, GA 31993

Items required for claims submission:

Wellness claims – Completed Wellness claim form only

All other claims require diagnosis/treatment information such as Itemized Hospital bills, Physician treatment notes and/or UB04 Hospital Billing form or HCFA1500 Doctor Visit claim form.

Direct Deposit of claims benefits can be established at the time of claims submission. Please download and complete the “Direct Deposit” form which is also available on the web site.

Aflac Group Claims processing averages 7-10 business days from receipt of claim form and medical records if required.