

How do I start a long-term disability claim?

Start your claim



Contact our customer care center toll free at **1-800-206-8826** between 8 a.m. and 8 p.m. ET, Monday – Friday.

Helpful info to have on hand



- **Illness/injury:** Provider information, condition, dates away from work.
- **Pregnancy/childbirth:** Estimated date of delivery, provider information, child's date of birth, dates away from work.
- **Behavioral health:** Provider information, inpatient hospital information, dates away from work.
- **Work-related illness/injury:** Please first contact your manager or HR partner for worker's compensation contact information before contacting us.

After you file your leave



- **Your case number is assigned:** Once your intake is complete, you will receive a case number. You will see this number on communications that Aflac sends to you.
- **Your leave is reviewed:** An Aflac case manager may contact you if any additional information is needed.
- **Your welcome packet is sent to you:** A welcome packet is sent to you based on your preferred method of communication. The packet will contain a letter summarizing benefits, next steps and any needed forms.



Group life, disability, and absence services are administered by Continental American Insurance Company (CAIC); in New York, products and services are administered by American Family Life Assurance Company of New York; in California, coverage is offered by Continental American Life Insurance Company. Products may not be available in all states and may vary depending on state law. Absence services are not insurance and are not legal advice.

Continental American Insurance Company | Columbia, SC

AGC2502208

EXP 12/26