

How do I start a claim with Aflac?

Start your leave

Choose from one of these two paths:



Contact our customer care center

toll free at 1-800-206-8826 between 8 a.m. and 8 p.m. ET, Monday - Friday.



Access the portal by visiting [This Link](#). 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 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:** Contact your manager or HR partner for worker's compensation contact information.

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.



Scan the QR code to learn about our portal features.



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

AGC2202035
EXP 12/26