

# Provider frequently asked questions

## How do I join the Aflac Provider Network?

You can email us directly at [networkrecruitment@aflac.com](mailto:networkrecruitment@aflac.com) and we will contact you shortly to answer all your questions and assist you in joining our network. Please provide as much information as possible including contact person and phone number so we may follow up with you as soon as possible.

## Will I be required to join all the plans administered by Aflac if I join their network?

You can choose to join only the plan(s) you prefer by checking the plan name on our Plan Summary Page found within our contract.

## What is Aflac's Online Provider Portal?

Aflac offers an online Provider Portal, a great all-in-one tool. The online Provider Portal allows you and your office staff to complete many tasks with ease, including:

- Submit and view claims
- Submit and view pre-authorizations and referrals
- Verify member eligibility
- View EOBs
- Download manuals and documents
- And much more!

You will be able to easily create an account to access the portal by logging onto [providerportal.aflac.com](http://providerportal.aflac.com).

## How can I verify a member's eligibility?

Our member ID cards clearly state which plan a member is enrolled in. Contact our customer service department with any eligibility questions. You can also easily verify a member's eligibility through our Provider Portal.

## How do I submit claims and preauthorizations to Aflac?

There are three ways to submit claims to Aflac Dental & Vision, which can be found on the back of the ID cards:

1. Through the Aflac Provider Portal at [providerportal.aflac.com](http://providerportal.aflac.com)
2. Through a clearinghouse - our payor ID is ABS01 or ARGUS and our NEA# is 451001.
3. By mailing a completed ADA claim form to:  
Aflac Benefits Solutions, Inc.  
Claims Department  
P.O. Box 211276  
Eagan, MN 55121-2776

## How can I contact you for questions?

**Customer Service:** 877.864.0625.

- Monday - Friday 8 a.m. - 8 p.m. ET
- **Email:** [provider.relations@aflac.com](mailto:provider.relations@aflac.com)

**Recruitment email:** [networkrecruitment@aflac.com](mailto:networkrecruitment@aflac.com)

**Portal:** [providerportal.aflac.com](http://providerportal.aflac.com)

**Address:** Aflac Benefits Solutions, Inc.  
4211 West Boy Scout Blvd, Suite 295  
Tampa, FL 33607



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