



At SCI, we prefer to assist you with submitting your claims! When you or your family member has an accident or illness and sought treatment by a licensed physician at a medical facility, we are here for you every step of the way. From the initial submission to the final claim payout, we keep you informed. Consistent communication and excellent 'above-and-beyond' customer service is what we strive for daily. Let us provide you with peace of mind, knowing that your claim will be processed quickly and efficiently. Follow these steps below when you need help with submitting a claim to Aflac.

### STEP 1 >

**Visit a doc!** Depending on the plan you have, you can claim for things like routine wellness exams, blood work, diagnostic testing, emergency room visits, and surgeries

### STEP 2 >

**Get the notes!** Before you leave office visit/ER/procedure, ask the receptionist "May I please have a copy of my physician notes" or "Is there a patient portal where I can download my physician notes from today's visit". Think about all the times you have been to a doc visit or ER visit. Whoever sees you during the visit is typically asking lots of questions and taking notes. These are called 'physician notes' or 'office notes' or 'summary of visitation'. Most facilities even have an online portal which you can simply register and download them. Please be sure to get the physician notes for *\*each\** date of service/visit. This is a key item that Aflac typically needs to process your claim. Other items *\*may\** be needed depending on the plan/claim such as a UB04 (itemized bill) or operative report (for surgeries). Please check with us to see if there is anything else needed when you send us your paperwork. Email or fax the notes to [managersci.office@gmail.com](mailto:managersci.office@gmail.com) or 1-866-844-1701 (fax). **\*\*Please send them in PDF Format\*\***

### STEP 3 >

**Check your email for updates!** My office manager, Rhonda Byrd, will send you a detailed email letting you know when your claim was submitted along with the claim number for tracking. She will continuously follow up with Aflac until the claim has been paid. You will receive update emails from her throughout the claim process letting you know the estimated review date of the claim, if there is anything else needed and finally confirmation once the claim pays.

### STEP 4 >

**Leave a review!** If you are satisfied with the level of service you received, please take a moment and write us a review. This helps tremendously towards building our online presence and customer base. If you know anyone who could benefit from Aflac for themselves or their family members, please send them our information. We thank you in advance and appreciate your time!

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***Never underestimate the power of kindness and a smile!***