

Aflac Dental & Vision Insurance

Frequently asked questions



Welcome to Aflac! As you enroll for your new dental and vision coverage, we understand that you may have questions or concerns. To aid your understanding of your benefit coverage, we have provided valuable insights through the FAQs listed below. These will assist you in familiarizing yourself with how your coverage will operate.

How do I access the Dental and Vision Member Portal?

Dental

Members can register in the Aflac Portal at [Aflac MyLogin](#). Once registered, members can view benefits, print and order ID cards, search provider, and view their dental claims. If you need additional help, please contact Dental customer service at 855-819-1873.

Vision

Members can register in the Davis Vision Portal at [Davis Vision - Members](#). Your member account includes useful tools allowing you to access your member ID card, find an in-network provider or view your list of benefits. If you need additional help, please contact Vision customer service at 800-999-5431.

To register for the portals, you will need your social security number and mobile phone number. Or, if you have your member ID number on hand, that works too! Then we'll ask for your name, date of birth and zip code. Please make sure the information provided matches what was used during enrollment, such as the use of your formal first name (for example, Michael vs Mike).

How do I add a dependent that is missing from my coverage?

If a dependent is missing from your current coverage, please contact your HR representative at your place of employment.

How do I search for an in-network provider?

In-network Dental providers can be found here - [Dental Provider Search](#)

In-network Vision providers can be found here - [Vision Provider Search](#)

What if my provider is not in the network, and how can I nominate my dentist to join the network?

If your preferred dentist is not currently in our network, we have a process in place for you to nominate them to join.

Please send an email to our Provider Recruitment team at NetworkRecruitment@aflac.com. When nominating a provider please include the provider's name, contact name at office, address and phone number.

How does my provider submit a claim?

For Aflac Dental PPO plans, providers should submit all claims, whether they are participating providers in-network or out-of-network. Providers can register to file a claim directly to us at <https://app.dentalhub.com/app/login>. Additional information can also be found on the back of your ID card. For Vision Claims, your vision provider should submit all In Network Claims to Davis Vision via the portal or a clearing house. **Only** out of network vision claims should be submitted by a member.

How do I get reimbursement for a claim?

In the event that your out-of-network provider does not submit claims, a Direct Member Reimbursement form is available for your submission. Please reach out to your HR representative for this form.

If you have any additional questions or need assistance on any of the above questions, our Customer Service team is available to help! They can be reached at 855-819-1873.