

Don't forget: we're here if you need us.

Aflac Group Insurance Claims Information

As a Veolia North America employee, you may have one or more of the following Aflac insurance plans:

Group Accident | Group Critical Illness | Group Hospital Indemnity

This means you may be eligible to file a claim if you have a covered accident, critical illness diagnosis, hospitalization, or preventive health screening test. Aflac pays cash benefits directly to you, unless otherwise assigned. Our goal is to process and pay, not deny and delay. That's why we make it easy to file your claims.

Here's how:



You may also scan the QR code to file a claim and access your account information 24/7 using the MyAflac Mobile App.

Select Log In/Register > choose Individuals > follow the prompts for assistance > download the MyAflac Mobile App. To create an account, use your Social Security number (SSN) as your Member ID when you click 'Register.'



Continental American Insurance Company (CAIC), a proud member of the Aflac family of insurers, is a wholly-owned subsidiary of Aflac Incorporated and underwrites group coverage. This is a brief product overview only. The plans have limitations and exclusions that may affect benefits payable. Refer to the plans for complete details, limitations, and exclusions.