

Frequently Asked Questions

What does the termination of the Supplemental Health Plans administered by Aflac mean?

The Supplemental Health Plans administered by Aflac will no longer be available effective Dec. 31, 2023. This means your coverage and benefits under this plan will end after this date.

Do I need to re-enroll to continue coverage under the Supplemental Health Plans administered by Prudential?

No. If you are enrolled in the Supplemental Health Plans administered by Aflac, you and your covered dependents will be transitioned automatically to the corresponding Prudential plan(s) effective Jan. 1, 2024.

How long do I have to submit 2023 claims?

Claims for covered events experienced on or before December 31, 2023, must be submitted within 20 days after the occurrence or commencement of loss. See page 2 for more information.

Will the new plans offer the same types of coverage as my current Aflac plans?

The Prudential plans have been designed to provide comparable or improved coverage. Review the Plan Certificates for detailed plan information.

Will my premiums change with the new Prudential plans?

Premiums will stay the same under Prudential. If you're enrolled in critical illness insurance, you might see an increase in your premiums since they are based on your age.

Can I make changes to my coverage?

Yes. You can change your coverage during Open Enrollment, Oct. 26 to Nov. 17, 2023.

Can I continue to use my Aflac coverage during the transition?

Yes, your Aflac coverage will remain active and unchanged until Dec. 31, 2023, when the transition is complete.

How do I file claims for events that occur before the termination date?

You can continue to file claims for events that occur on or before the Dec. 31, 2023 termination date online through mylogin.aflac.com or by calling Aflac at (800) 433-3036, 6 a.m.–4 p.m. Monday–Friday, Pacific.

Will my current claims and coverage remain unaffected until Dec. 31, 2023?

Your current claims and coverage under Aflac will remain effective until Dec. 31, 2023. Make sure to utilize your benefits before the termination date. Aflac will review any claims that are in process as of 12/31/23, even if the final determination is made in 2024.

Can I port my coverage if I terminate from UC?

No. Because the UC plans with Aflac are terminating effective Dec. 31, 2023, you will not have the option to port your policy. You can sign up for individual plans by contacting Aflac Customer Service at 877-309-0875 or by visiting their website at buy.aflac.com.

What should I do if I have further questions?

Contact Aflac at (800)-433-3036, 6 a.m.–4 p.m. Monday–Friday, Pacific, if your questions are about your current plans.

Contact Prudential at (855) 483-1438, 8 a.m.–6 p.m. Monday–Friday, Pacific, if your questions are about the new plans.

When can I register on the Prudential website?

You can register on the Prudential website starting Jan. 1, 2024.

Where can I find more information about the new Prudential plans?

For detailed information about the new Prudential plans, including coverage details and plan options, visit UCnet.