

# Provider Frequently Asked Questions

## What does Aflac offer for providers for self-service options?

The Dental Hub is a comprehensive, all-in-one tool designed to streamline tasks for you and your office staff. Through the hub, you can:

- Submit and view claims, predeterminations, and referrals.
- Verify member eligibility.
- View Explanation of Benefits (EOBs).
- Download manuals and documents.
- Sign up for payment options through Optum Bank.

Creating an account is easy—just visit <https://app.dentalhub.com/app/login> to get started.

## How can I log into the Dental Hub as a first-time user?

To register your office on the Dental Hub as a first-time user, please follow the steps below:

1. Visit <https://app.dentalhub.com/app/login> and click “Log in.”
2. Select “Sign up now” and use your unique email address to create your account.
3. Add Aflac as a payer using the registration code in your welcome letter or by calling customer service at (855) 819-1873. Your tax ID or location address is needed to obtain your registration code via phone.

## How do I submit dental claims 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 Dental Hub at <https://app.dentalhub.com/app/login>
2. Via a clearinghouse using the payor ID and NEA # located on the member ID card.  
With the transition to our new TPA partner, a new payer ID should be leveraged to submit claims: **AFLAC**
3. By mailing a completed ADA claim form to:  
Aflac Claims  
P.O. Box 2015  
Milwaukee, WI 53201

## How can I contact you for questions?

**Customer Service:** (855) 819-1873 - Monday - Friday 8 a.m. - 7 p.m. ET

**Email:** [provider.relations@aflac.com](mailto:provider.relations@aflac.com)

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

**Provider self-service:** <https://app.dentalhub.com/app/login>



Aflac Benefit Solutions (ABS) maintains the Dental Provider Network and is licensed as a third-party administrator in all required jurisdictions. ABS is licensed in New York as a life broker (License No. 1630554) and conducts business as Argus Administrative Services. ABS provides access to the Aflac Dental Network to American Family Life Assurance Company of Columbus, American Family Life Assurance Company of New York and Tier One Insurance Company.