



As previously communicated, Aflac Dental & Vision is pleased to announce our collaboration with SKYGEN, **with transition occurring in October 2024.** This enables Aflac to provide additional support for its claims and billing processes through the infusion of industry leading automation, thus enhancing speed and accuracy to improve the customer experience.

With SKYGEN, you will have access to the Dental Hub - offering an effective way to manage your Aflac business and all associated components. To access the Dental Hub, please go to <https://app.dentalhub.com/>

Please be sure to ask customers for their new plastic ID card to ensure that the latest details are leveraged for submitting claims. We have introduced a new Payer ID and mailing address for commercial claims. The new Payer ID and mailing address should be used immediately.

To submit via a clearinghouse , leverage payer ID:	AFLAC
To submit a paper ADA claim form , leverage mailing address:	Aflac Claims P.O. Box 2015 Milwaukee, WI 53201

If you have any questions, you may contact the Customer Solutions Center for provider or member information at **(855) 819-1873** Monday - Friday 8am – 7pm ET.

This collaboration represents our commitment to shaping the future of dental and vision insurance benefits by improving efficiencies and customer satisfaction. We want to thank you in advance for your patience during this transition and look forward to working with you to provide exceptional service to our members.

Also beginning October 2024, Aflac will provide claim payments using virtual cards, issued by Optum Financial®, through the MasterCard network. This change applies to claims with dates of service after 10/1/2024. This enhancement, already used across the industry, is a faster, more efficient and safer method of payment. There is no enrollment or further action required by you to receive these payments. Your first payment will be made with a virtual card. You may accept the virtual card or change the payment method by following the instructions on your remittance statement. You will simply process the virtual card by following the instructions provided on your virtual card payment notification.

Benefits of virtual cards include:

- Faster payments – Virtual cards are delivered by fax if we have your fax number, so you may receive payments much faster than you would with mailed checks.
- Easier reconciliation – The Explanation of Payment (EOP) is delivered with the payment.
- No bank deposits – Once you process the payment, funds will be deposited directly into your merchant account.

- Protection against fraud – Virtual cards reduce the risk of fraud. Optum Financial guarantees delivery of funds to your account. No more stolen, lost, or whitewashed checks.
- Dedicated support – Optum Financial representatives can assist with any questions you may have about your payments.
- No enrollment required – There is no enrollment necessary with virtual cards. When you receive your virtual card, just follow the directions on the fax.

If you have any questions, please reach out to Optum Financial Payment Services Support Center:

By email – support@vpayusa.com

By phone (7am – 7pm CST) – 866-944-9205

Thank you for your cooperation and for being an integral part of our provider network.

For more information, please find additional information at [Connection Dental Resource Center](#) labeled:

Aflac Provider FAQs

Aflac Optum FAQs

Aflac Skygen Dental Hub Flyer

Sincerely,

Aflac Dental & Vision

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.