



Aflac Member Portal

# How to access and use your Member Portal account

## Contents

<i>Logging In</i> .....	2
<i>Forgot Username/Password</i> .....	2
<i>Login Help</i> .....	3
<i>Terms of Use</i> .....	4
<i>Home</i> .....	4
<i>Print ID Card</i> .....	5
<i>Dental Provider Search</i> .....	5
<i>Account Management</i> .....	8



## Logging In

Your Member Portal is an online, self-service tool available 24 hours a day, 7 days a week. Portal access allows you to;

- View Benefits & Coverage
- Print/Reorder ID Cards
- Search Dental Providers
- View Claims

Member login is through Aflac SSO at <https://mylogin.aflac.com/> and account set up is done by clicking on "Register" on the login page.



### Log in

User Name

[Forgot your user name?](#)

Remember me

Continue

[Login help](#)

Don't have an account yet?

Register

[Resend registration email](#)

[Aflac Network Vision login](#)

[Aflac Final Expense Life Insurance login](#)

[Aflac Medicare Supplement login](#)

## Forgot Username/Password

If at any time a member forgets their username and/or password, the links will assist with retrieving the information.



### Log in

User Name

[Forgot your user name?](#)

Remember me

Continue

[Login help](#)

Don't have an account yet?

Register

[Resend registration email](#)

[Aflac Network Vision login](#)

[Aflac Final Expense Life Insurance login](#)

[Aflac Medicare Supplement login](#)



## Login Help

Click on Login help for FAQ's related to login and account access.



### Log in

User Name

[Forgot your user name?](#)

Remember me

Continue

[Login Help](#)

Don't have an account yet?

Register

[Resend registration email](#)

[Aflac Network Vision login](#)

[Aflac Final Expense Life Insurance login](#)

[Aflac Medicare Supplement login](#)

[← Back](#)

Need help getting into your account? The following information should help.

Show All

How do I register?	Show
What are the user name and password requirements?	Show
Not sure what to enter for your phone, address or ZIP code?	Show
What if I don't receive the one-time passcode?	Show
What if I don't receive the registration email?	Show
What if I receive an error that says that it can't find my policy information?	Show
Not sure if you have an account?	Show
Can't remember your user name?	Show
What do I do if it says my account is locked?	Show
Don't know your policy or certificate number?	Show
Can't remember the answer to your security question?	Show

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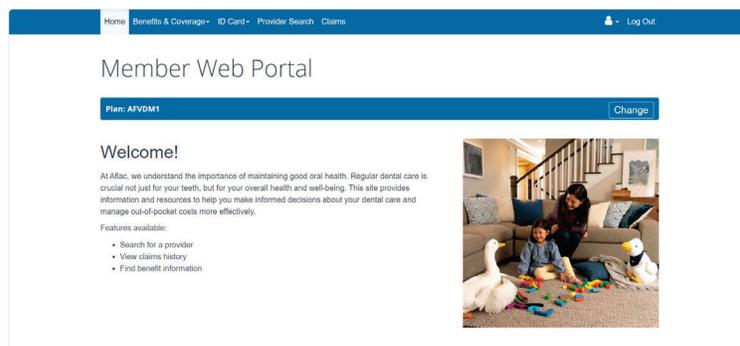


## Terms of Use

Full terms of use can be found at <https://www.aflac.com/about-aflac/terms-of-use.aspx>.

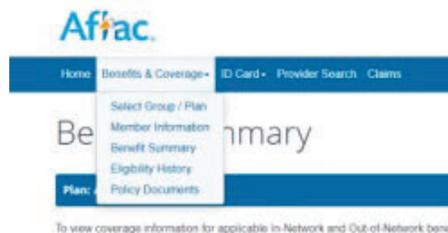
## Home

A member can view benefits, print or order an ID card, search for a dental provider and view dental claims activity.



## Benefits & Coverage

From the **Benefit & Coverage** drop down menu on the **Home** screen, select from the drop down to view membership information, benefit summary and policy documents.





## Print ID Card

From the ID Card drop down menu on the Home screen, select **Print ID Card** or **Request ID Card**. Print ID Card will allow you to print an electronic version of your card. Request ID card will order a new replacement ID card to be mailed to your address on file.

The screenshot shows the Aflac website interface. At the top, there is a navigation bar with the Aflac logo and a menu containing 'Home', 'Benefits & Coverage', 'ID Card', 'Provider Search', and 'Claims'. A user profile icon and 'Log Out' link are on the right. Below the navigation bar, a dropdown menu is open under 'ID Card', showing 'Print ID Card' and 'Request ID Card' options. The main content area shows 'Benefit Summary' for Plan: AFVDM1 with a 'Change' button. Below this, there is a section for viewing coverage information, a 'Member' dropdown menu with 'JOHN SMITH' selected, and a 'View' button.

## Dental Provider Search

From the **Provider Search** option on the Home screen menu enter required demographic information to search for a dental provider. You can refine your search by Specialty, Location, Accessibility, and other key search features. Results can be displayed by Closest Providers or Alphabetically.

The screenshot shows the 'Provider Search' page on the Aflac website. The navigation bar is the same as in the previous screenshot. The main content area is titled 'Search Criteria' and includes a note: '\* indicates required fields. Zip or city/state are required'. The form is organized into several sections: 'Zip Code' (53211), 'Address' (123 MAIN STREET), 'City' (MILWAUKEE), and 'State' (WI). There are also fields for 'Provider Specialty', 'Provider Last Name', 'State License', 'NPI', 'Provider Gender', and 'Provider Language'. On the right side, there are fields for 'Office Name', 'Office City', 'Office Language', 'Additional Method of Service', and 'Search Radius'. At the bottom, there is an 'Accessibility and Services' section with checkboxes for 'Special Needs', 'Accessible to People with Disabilities', 'Offers Sedation Services', and 'Treats Pregnant Women'. Finally, there is a 'Display Options' section with a radio button selected for 'Display Closest Providers First'.



## Dental Provider Search Results

Search results will be displayed and additional details can be viewed by selecting "View" to expand provider information.

Search Results

Filter Results

Provider search total results: 43

Provider Specialties	Clinic Address	Phone-Exams Phone-Clinic	Distance	
<b>BELTRAME, AMANDA</b> General Dentistry	<b>KEYSTONE WEST ALLIS LLC</b> 7130 W GREENFIELD AVE WEST ...	Clinic (414)258-2500	0.7 Miles	<a href="#">View</a>
<b>JOHNSON, BENJAMIN</b> General Dentistry	<b>KEYSTONE WEST ALLIS LLC</b> 7130 W GREENFIELD AVE WEST ...	Clinic (414)258-2500	0.7 Miles	<a href="#">View</a>
<b>LIMBERATOS, PETER</b> General Dentistry	<b>WEST ALLIS DENTAL CARE</b> 7130 WEST GREENFIELD AVENU ...	Clinic (414)258-2500	0.7 Miles	<a href="#">View</a>

Last Updated: 09/28/2024

[Back](#)

## Provider Search Details

### AMANDA BELTRAME

#### Specialties

GENERAL PRACTICE

#### State License

1002290-15 (WI)

#### Gender

Not Available

#### Email

Not Available

#### Accepting New Patients

Yes

NPI 1407470909

Cultural Competency Trained  
Not Available

Electronic Prescribing  
Not Available

Board Certification  
Not Available

Provider Language  
Not Available

#### Location

##### KEYSTONE WEST ALLIS LLC

7130 W GREENFIELD AVE  
WEST ALLIS, WI 53214  
Milwaukee County  
[Get Directions](#)

#### Exam Phone

Not Available  
Clinic Phone (414)258-2500

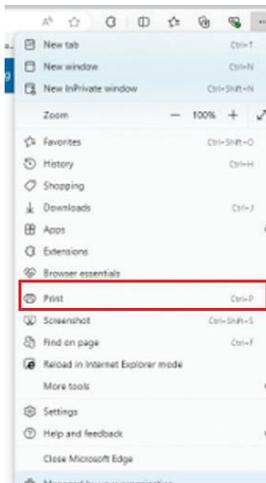
#### Special Needs

Skilled Interpreter in Office

No  
Not Available

## Printing the Dental Provider Search Results

The directory can be printed by clicking on the ellipsis in the upper right-hand corner and selecting "print" from the dropdown menu.





## Claims

From the home screen, click **Claims** to view claim activity for claims incurred after 10/1/2024. For information on claims for services prior to Oct 1, 2024, please call Member Services at 855-819-1873.

The screenshot shows the Aflac website's Claims page. At the top is the Aflac logo. Below it is a navigation bar with links for Home, Benefits & Coverage, ID Card, Provider Search, and Claims (which is highlighted). A user profile icon and a Log Out link are also present. The main heading is 'Claims'. Below this is a blue bar showing the current plan as 'AFVDM1' with a 'Change' button. A paragraph of text provides instructions on how to view claim status and contact Member Services. Below this is a legend indicating that an asterisk denotes required fields. The form includes a 'Member' dropdown menu with 'JOHN SMITH' selected, and three empty input fields for 'From Date', 'To Date', and a 'Search' button.

Plan: AFVDM1 [Change](#)

View the status of a pending claim or details for a processed claim for services on or after Oct 1, 2024. For information on claims for services prior to Oct 1, 2024, please call Member Services at the following numbers: Columbus - 855-819-1873, NY - 855-819-1873, ASO - 844-408-1601 or Tier One - 877-864-0625.

\* indicates required fields

Member \*

JOHN SMITH

From Date \*

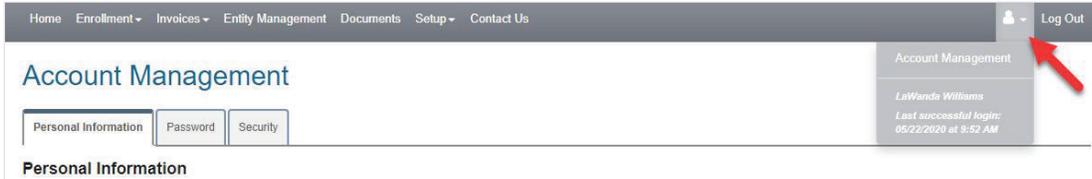
To Date \*

Search



## Account Management

From the Home screen, click  next to **Log Out** to update or view personal information, password, and email address associated with the administrator portal account online.



### Personal Information

Click the Personal Information tab to view the first, middle and last name, and email address of the user account online.

**Account Management**

Personal Information Password Security

**Personal Information**

First Name \*

Middle Name

Last Name \*

Email \*

System-generated messages are sent to this email address.