

### STEP 1: Collect Your Documents



#### Invoice(s)

Please provide a closed/finalized invoice. This includes:

- An invoice number
- The pet's name
- List of the itemized services performed and the associated cost(s)
- Final invoice amount including all discounts, credits, and tax amounts

Make sure these details are clear and legible.

Note: The following are not considered invoices: account summary, transaction history, open invoices, packing slips, and pharmacy payment receipts without associated prescription labels.



#### Medical Records

For your first claim, we require your pet's complete medical history. This is described as the veterinarian's detailed examination notes written during your pet's examinations. Often referred to as "chart notes" or "SOAP" notes, these records will indicate your pet's condition, veterinary observations, diagnostic tests, treatment plans, and other crucial information in managing your pets' health. If your pet was adopted, we ask for a copy of all documents provided by the adoption facility, as these may include pertinent medical information.

Once we have received your pet's full medical history, with each new claim we will require any new medical records, pertaining to the most recent visit. All of your pet's previously submitted medical history will be saved in our files.



### STEP 2: Go to Mypethealth.com

To submit a claim through the online customer portal, create an account through [MyPethealth.com](https://www.mypethealth.com). Once you have successfully logged into your account, navigate to "Submit a claim," where you can start a new claim submission.

#### 1. Select your preferred claim document submission method.

To submit all of your documentation through your portal, please select "I will upload my documents." If you cannot upload your claim or your veterinarian is submitting on your behalf, select "I have to fax/email/mail my documents" to print an offline claim form that should be used as a cover page for your submission.

#### 2. Fill in the requested information for you and your pet.

We require the pet's name, condition with onset date (the date of the first signs/symptoms of the condition), and reimbursement preference. If you are submitting a claim for multiple conditions, please add each condition you are claiming for to ensure it is reviewed in its entirety.

#### 3. You will receive an email confirming your claim was successfully submitted and the associated claim number.

**Tip!** Before starting a claim, add your Direct Deposit details for faster reimbursement.



### STEP 3: View Your Claim Status on Your Customer Portal

Sometimes, we need a little extra help getting all of the information we need. Please contact your clinic to ensure they reply to any requests for missing information.



### STEP 4: Your Claim is Complete!

Once your claim is completed, we will email you. Please note it takes 24-48 hours for your claim result and Explanation of Benefits letter to show on your portal. When final claim outcome is available, we will send another email.