



Insurance Claim Protocol

In the event where an insurance claim is required to cover the cost of any veterinary fees, please follow the following protocol:

1. Advise your insurance company that you wish to make a claim and request an insurance claim form.
2. Once you have received the form and completed the relevant sections, please forward the form to us for completion by the attending vet (a small administration fee is charged to cover time to complete the form, copying and archiving and for communications via phone /email with your insurance company).
3. Once the form has been completed, we will then send this back to you **for you to forward onto your insurance company with any relevant invoices/documents.**
4. We advise that you keep copies of the documentation for your own records.
5. Please discuss with the practice, prior to submitting a claim, if you wish for payments to be made directly to us by the insurance company as this is likely to involve payment outside of our 14 day payment period. The insurance company may ask you to pay your excess directly to the practice.
6. We kindly ask you keep us up to date with any progress in the insurance claim and make regular contact with your insurance company to ensure they have all the required information.
7. Please contact the practice if you have any questions or if any additional information is requested by your insurance company.
8. We will endeavour to assist you by providing all of the required clinical information to enable you to make your claim but, should the insurance company refuse your claim for whatever reason, you will remain responsible for settling your account.