

PETS BEST | Q&A

Q: Does Pets Best still offer the \$20 Referral Bonus?

A: Unfortunately, Pets Best no longer offers the \$20 Referral Bonus.

Q: I have questions about the policy I purchased. Who do I contact?

A: All policy questions will be handled directly through Pets Best at 866.929.3807.

Q: I have more than one pet. Do I purchase separate policies for each pet?

A: Yes, each pet gets a separate plan. When you get a quote, the cost is individualized per pet and totaled at the bottom.

Q: Do I pay the veterinarian's office a copay for their services or do I submit a claim form to Pets Best for reimbursement?

A: You pay the veterinarian's office in full and then submit a claim form to Pets Best for reimbursement. Some veterinary offices will work out a payment plan with you, in which case Pets Best can send the payment directly to the veterinary office. There is a box you can check on the claim form for payment plans.

Q: Is there a list of preferred veterinarians who accept Pets Best Insurance?

A: Yes, you can find this information online by searching the Pets Best Vet Locator. This is not a complete list of all veterinary offices, however, the offices listed may be able to extend you a payment plan for major services, as they are familiar with Pets Best. Your regular veterinarian may be willing to extend a payment plan to you as well. When you check the box on the claim form for payment plans, Pets Best will send the payment directly to your veterinarian and the veterinarian will bill you for any outstanding balances.

Q: When you have your quote and you select Routine Care Options, at the top it reads "Customize a plan that fits your needs." To me that means you can adjust what you want and don't want on the routine care. However, when you click Free Quote, it takes you to your payment quote page, again with no option to customize your plan. Can you customize?

A: The Wellness package may be added to any of the plans, however, the Wellness Plan components cannot be customized.
