

Before you leave the vet:

- Gather all medical records from your vet** including actual medical diagnosis and any notes associated with the diagnosis. These notes have several different names (soap, vet or chart) but they are NOT the same as your discharge instructions.
- Make note of your vet contact information.** You will need this on your claim form.
- Get a copy of your invoice or itemized receipt** at the end of your vet visit.
- If this is your first claim with PetFirst, please read the following scenarios as you may require additional paperwork.**
 - If your pet is less than 12 months of age, please include all vet visit medical records.
 - If your pet is older than 12 months (not adopted) please include the past 12 months of medical records (or as far back as you and your vet have access to).
 - If you've recently adopted your pet, please include your adoption records.

Consolidate and gather your paperwork:

- Complete the Claim Form** (download from petfirst.com or sign into your MyPets online account and select your pet for the pre-populated form).
- Attach all medical records** you received before you left the vet (medical diagnosis and any soap/vet/chart notes).
- Attach your invoice or itemized receipt** from your vet visit.
- Save a copy** of all your paperwork for yourself.

Submit your claim by any of the following ways:



Online: MyPets Online Account



Email: submitclaim@petfirst.com



Fax: 877-281-3348



Mail: PetFirst- Claims Department, 400 Missouri Avenue Suite 105, Jeffersonville, IN 47130



All claims must be submitted in writing to PetFirst within ninety (90) days of the treatment or receipt date. Please allow at least 10 business days for processing.

All claims must be submitted in writing within ninety (90) days of the treatment or receipt date.

1 Member Info

Policy Number: _____
 Pet Parent Name: _____
 Address: _____
 City: _____ State: _____
 Zip: _____ Phone: _____
 Pet Name: _____ - _____



My Vet Info

2 Vet Visit Info

Please attach medical records (i.e. SOAP notes, vet notes, chart notes) from your veterinarian for the claimed incident.

Important Note: Medical records often differ from discharge instructions and invoices, so it is important to ask your vet specifically for chart/SOAP/vet notes.

*Please note: if this is your first claim, please provide 12 months of medical records. If you have recently adopted your pet and don't have 12 months of medical records, all you will need to submit is your adoption contract.

Attach invoices and/or itemized receipts along with this completed claim form.

3 Diagnosis and Invoice Info

/ /		\$
Treatment Date	Medical Diagnoses or Routine Treatment	Total Charges
/ /		\$
Treatment Date	Medical Diagnoses or Routine Treatment	Total Charges
/ /		\$
Treatment Date	Medical Diagnoses or Routine Treatment	Total Charges

4 Sign and Date

Incomplete forms will delay claims processing.

Signature: _____ **Date:** _____

Policyholder declaration: I declare my veterinarian recommended the treatment for which I am claiming. The particulars given are correct to the best of my knowledge and belief. I authorize my veterinarian to release medical records and give consent to PetFirst Pet Insurance to communicate with my veterinarian or veterinarian's staff.

Any person who knowingly and with intent to defraud any insurance company or another person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act which is a crime and subjects the person to criminal and civil penalties.

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Submit Your Claim:



MAIL TO:
 PetFirst - Claims Department
 400 Missouri Avenue Suite 105
 Jeffersonville, IN 47130



EMAIL TO:
submitclaim@petfirst.com



FAX TO:
 877-281-3348



UPLOAD TO:
 MyPets Online Account

