



PET  
INSURANCE

# CLAIM REDETERMINATION REQUEST FORM

This form is required to request a review of a previously processed claim. A request form must include all claim numbers and supporting documentation. Review of a claim does not guarantee a change in the payment settlement.

Date \_\_\_\_\_

Policy Number \_\_\_\_\_

Policyholder Name \_\_\_\_\_

Pet's Name \_\_\_\_\_

## Claim Information

Claim Number(s) \_\_\_\_\_

Treatment Date(s) \_\_\_\_\_

### Please choose one of the following:

**My claim was denied for pre-existing illness or illness during the waiting period.**

Please submit supporting documentation from the veterinarian that treated your pet for this date of service. The Pet Healthcare Plan defines an incident as "a specifically identifiable accident, injury or illness. Recurring, related and/or chronic conditions shall be considered as one incident."

**I believe that this claim is eligible for additional benefits**

Please submit supporting documentation including medical records, a signed statement from your veterinarian or applicable policy documents.

**The diagnosis for this claim has either changed or is different than what is listed on my Explanation of Benefits.**

Please submit supporting documentation from the veterinarian that treated your pet for this date of service including medical records or a signed statement from your veterinarian.

**Other** \_\_\_\_\_

### Please provide any additional pertinent information:

Redeterminations can take approximately 30 days to complete once all the necessary information is received. Your request for a redetermination cannot be completed without all of the required documentation. You will be notified in writing of our decision once our investigation has been completed.

Applicable in California: For your protection California law requires the following to appear on this form. Any person who knowingly presents false or fraudulent information to obtain or amend insurance coverage or to make a claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

## Submit Your Request



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By Mail  
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