



# What Embrace Pet Insurance Needs from Your Vet

Below is an example of what we need when we ask for your pet's detailed chart notes. The ones shown below on the right are not detailed enough and we cannot process your pet's claims until we have the proper notes.

## ✓ DETAILED MEDICAL HISTORY

**Date of visit**  
All dates visited up to 12 months before enrollment

**Date of Service: July 23, 2019**

**Services Performed:**  
1004 - Recheck exam - 4 months post TPLO surgery

**Services performed**  
Must include notes rather than just medical codes

**Exam Details:**  
Now has good weight bearing on left hind, no obvious instability. Does not appear painful on palpation. At a walk the left hind does appear to be held laterally. The muscle atrophy noted on the right hind leg is much improved. The muscle atrophy on the left hind is improved but not yet back to where it was pre-injury.

No further meds are being given at this time.

4 months post TPLO surgery Brandi seems to be recovering well, with no further health concerns noted.

**Animal Details:**  
Name: Brandi  
Type: Dog  
Breed: Pit Bull  
Color: BR Brindle/white  
Gender: Female  
Spayed | Neutered: Yes  
Age: 4 Years  
Weight: 42.7 lbs

**Body system details (ears, nose, eyes, heart rate, etc.)**  
Detailed records that include information about body function

Eyes: N  
Ears: N - mild debris  
Nose: N  
Mouth: N  
Cardiovascular: N - HR 116 BPM, Rhythm Reg  
Lower Respiratory: No - RR WNL, lungs sound clear  
Skin: M - No evidence of infection/trauma/bruising

**Why services were performed:**  
- Reason for prescription  
- Action plan  
- Symptoms pet presented with

## ✗ NOT ENOUGH DETAIL

**Date of Service: April 15, 2019**

**Services Performed:**  
3109  
1009

**Exam Details:**  
Neuter Feline Surgery Performed  
Clavamox Rx

**Animal Details:**  
Name: Preston  
Type: Feline  
Breed: Dom. Shorthair  
Color: Grey  
Gender: Male  
Spayed | Neutered: No  
Age: 2 years  
Weight: 11 lbs

**Only medical codes**

**Summary of visit only**

**No exam details**

**No symptoms or diagnosis**

## HOW TO SUBMIT:

- If you have them, you can upload them in your **MyEmbrace** account online or in the app.
- You or your vet can fax them to **(800) 238-1042** or email to **claims@embracepetinsurance.com**.

**Questions?** Send us an email at **askclaims@embracepetinsurance.com** or give us a call at **(800) 511-9172**.



**Embrace What Matters**  
(800) 511-9172