



Paw Plan (Wellness Plan) FAQ

When does the Paw Plan Renew?

Our PAW plans automatically renew 1 year after the enrollment date. We send renewal letters out to our clients 90 days prior to renewal to allow time to use up remaining plan services prior to plan expiration. We also contact clients by phone 30 days prior to renewal to remind clients and find out if our clients would like to change plans at the renewal time.

Do services transfer over from old plan to new plan?

Services do not roll over from plan to plan. We do our best to assist our clients in using up all available services in their PAW plans prior to expiration/renewal.

Can I downgrade and upgrade my plan?

Plans can only be downgraded at renewal. This is due to the differences in the included services for the plans and the cost of the plans. If you think you may need to downgrade please contact our team to discuss. We will help you make an informed decision and we will document our conversation and your decision to assist the PAW plan renewal team.

Plans can be upgraded at any time during the current plan. We simply stop the current plan and enroll the patient in the new plan, resetting the monthly payments and the renewal date.

How do I decide which plan to choose?

Our staff is happy to help! Each plan has different services. After our veterinarians perform the wellness exam, we can assist you in deciding which plan is best for you and your pet.

Do I have to pay the membership fee each year?

The membership fee is only charged at the initial enrollment of a PAW plan. Therefore, you will not be responsible for the membership fee each year. However, if you decide to cancel the plan and re-enroll at a later time, the membership fee would be applied again.

Are medications included in the plan?

Medications are not included in our wellness plans because each pet has different needs and requirements.

Does the additional discount automatically get applied to services not included in the plan?

Yes! Discounts will automatically be applied to any and all eligible services.