

PET INSURANCE CLAIMS PROCESS

- Your policy packet will be mailed to your home address -
- New account set up and claim information will be included -

Create an online account:

Go to my.petinsurance.com and create an account for **Nationwide Pet Account Access Form** there you can update your policy information, submit a claim, check the status of your claim and sign up for electronic claim payments.

File a claim:

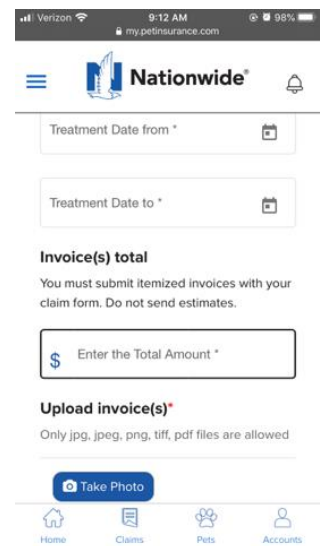
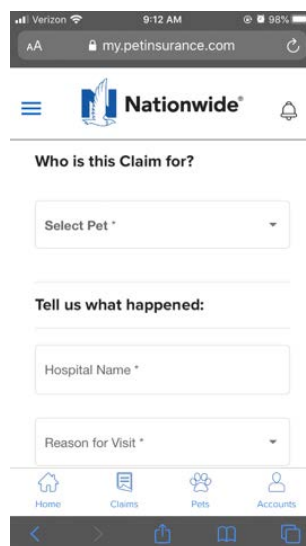
- Step 1: Start a new claim
- Step 2: Select the pet
- Step 3: Insert the name of the hospital and the reason for the visit
- Step 4: Enter the dates of service
- Step 5: Enter the invoice amount and upload the invoice
- Step 6: Submit the claim

Visit my.petinsurance.com to submit claims on your desktop or mobile device or send your claim form and paid invoice to submitclaim@petinsurance.com

Be sure all invoices and receipts are itemized and legible, and that your pet's name and policy number clearly identified on each page.

For additional information, visit petinsurance.com/submit-claim

Once the claim is being processed, you can track claim status directly on the portal. When the claim is approved, you will get an email notification asking if you would like direct deposit for your reimbursement. If you do not opt in for direct deposit, the default method of reimbursement is a mailed check.



Additional member resources



Member care: 800-540-2016
Mon-Fri 5a-7p PT and Sat 7a-3:30p PT



Pet account access page: 24/7 policy
and claims data at my.petinsurance.com