

Parkhill Vets Ltd Direct Insurance Claim Request

Making a Direct Claim

1. We require your insurance company name and your policy number together with a claim form signed by you on the first day of treatment.
2. You need to contact your insurers to give them permission to speak to us regarding your policy. We require this authority to have been given before you bring your pet for any treatment.
3. We will contact your insurer to discuss any payments you will need to make to us upon collection of your pet. Typically this would be your excess and any deductions for items not covered by your policy.
4. If you have been registered with another practice previously we will contact them for case notes to check for any pre-existing conditions.
5. The final decision to pay out on a claim rests with your insurance company. We can never guarantee the successful outcome of a claim. If a claim is rejected we require you to settle your account in full within 7 days.

Terms and Conditions

1. I understand that by agreeing to make a direct claim, Parkhill Vets Ltd is not guaranteeing that any claim will be settled by my insurance company.
2. If my claim is declined I agree that I am fully responsible for any outstanding fees owed to the practice and will settle all fees in full within 7 days.
3. I understand that any additional deductions or excesses made by my insurance company are my responsibility and will be paid within 7 days of the claim decision.
4. I understand that a direct claim does not constitute a contract between Parkhill Vets Ltd and my insurance company. I am responsible for all fees not covered by insurance.
5. I agree to pay in full all insurance excesses at the end of my pets treatment
6. I agree to pay an administration fee of £15.00 per new condition claimed. I understand continuation claims will be charged at £7.50 per condition claimed.

Signed

Date.....

Name.....

Name of insured pet.....