

Claims quick reference guide

Making a claim

1. Vet undertakes procedure and provides an itemised invoice to pet owner
2. Pet owner pays invoice
3. Pet owner lodges claim on Vets Choice website, and includes itemised invoice
4. Claim is reviewed by qualified Vets Choice staff; additional clinical notes may be requested from treating vet
5. Claim outcome is determined
6. Pet owner reimbursed for eligible vet costs less their nominated excess

Claims pre-approval for scheduled procedures

1. Vet undertakes clinical assessment and provides itemised estimate to pet owner
2. Pet owner lodges pre-approval claims request on Vets Choice website
3. Claim is reviewed by qualified Vets Choice staff; additional clinical notes may be requested from treating vet
4. Vet and pet owner are notified of approval and pet owner pays excess
5. Vet undertakes procedure
6. Vet provides Vets Choice and pet owner with final invoice
7. Vets Choice pays final invoice up to pre-approved amount