

WELLNESS PLAN FAQ'S

1. What are Wellness Plans?

- There are standard recommendations for preventative care that are important for maintaining the health of your pet.
- We recognize paying for these services in one lump sum may be difficult.
- To make it more possible for our patients to receive optimal preventative care we are making it easier for our clients to afford these recommendations by splitting the cost into 12 equal, monthly payments which are deducted monthly from a credit card on file.

2. How are Wellness Plans different from Pet Insurance or Care Credit?

- Wellness Plans offered cover routine preventive care offered at Harvey Animal Hospital only. They do not cover services offered at other hospitals or emergency care.
- Pet Insurance and Care Credit can be used at multiple hospitals and may be used to cover unexpected pet expenses.
- Having Pet Insurance or Care credit in addition to a Wellness Plan may help defray the costs of both emergency and wellness care.

3. What credit cards are accepted for monthly payments?

- We accept MasterCard, Visa, American Express and Discover. The credit card number will be stored in our system and will be only be charged by an outside company who specializes in wellness plans for the term of the contract.

4. May I pay by cash or check?

- We are sorry, at this time we are not offering this option.
- To be able to take advantage of the discounts offered through the Wellness Plan you may opt to pay entire 12 months, in one lump sum, by cash or check.

5. What happens if I do not use all the services in my plan?

- All of the products and services included in the plan are those that we would likely recommend for your pet. If you choose not to, or are advised not to, get one or more of the products or services there is no discount or refund given. Products and services also do not roll over into the next year, even if the plan is renewed.

- 6. I originally purchased a basic Wellness Plan, is it possible to upgrade to a Dental Wellness plan?**
- Yes, you would only need to pay the difference between the two plans for the number of payments you have already made on the Wellness Plan.
- 7. Are Wellness Plans automatically renewed?**
- Not at this time
- 8. The pet I bought the Wellness Plan for is no longer with me, may I transfer the Wellness Plan to a different pet?**
- Wellness Plans are pet specific and non-transferrable.
 - In this instance you may choose to pay regular price for the services and products already received under the plan or the remaining payments, whichever is less.
- 9. I am adopting a pet who is currently covered under a Wellness Plan, is he/she still covered?**
- Yes, the Wellness Plan stays with the pet.
 - The credit card that is on file with need to be changed and a new agreement needs to be signed.
- 10. I am moving and will be unable to finish up my pet's Wellness Plan. What happens now?**
- If the Wellness Plan is cancelled before any products or services are rendered than a full refund will be given.
 - If the Wellness Plan is cancelled after any products or services are rendered then you may choose to pay regular price for the services and products already received under the plan or the remaining installments, whichever is less.

If you have any additional questions, please contact our office. 313-882-3026