



Benefits Basics

# Pet Insurance, Simplified.

Welcome to the pack! Here's a quick look at how PetPartners makes pet insurance simple.

## Perks in the Pet Portal

- Log in to easily manage your pet's policy at:

<https://portal.independenceamerican.com/>

Note: You will be able to access the portal once your policy becomes effective.

- Submit and track **claims**.
- View your **coverage documents**.
- Get answers to your pet questions anytime, anywhere with our **24/7 Vet Helpline**.
- Get the best deals on pet meds from our partners at **PetGeniusRx**.

## Support when you need it

Questions about coverage, claims, or your policy? We're here to help.

Contact PetPartners Customer Care:

Email us at [mypolicy@petpartners.com](mailto:mypolicy@petpartners.com) or call 800-956-2495



## Reimbursements are quick and easy

Our average reimbursement time is just 2-5 business days!

## No insurance cards are necessary

When your pet needs medical treatment, take them to the vet of your choice and pay for services at time of treatment.

Ask your vet for an itemized invoice — many offices will email you a digital copy. Then, you can upload and submit your claim for reimbursement via the Pet Portal.

\*Program applies to human-equivalent medication only. Not available in Kansas and Tennessee.