

# Wellness Plans/Care Companion Plans

## Client FAQs



**What is a wellness plan?**

Wellness plans are affordable, 12-month packages of high-quality veterinary services aimed at disease prevention and keeping pets healthy. We offer different plans to meet the needs, age and lifestyle of your pet, and monthly payments that make budgeting for your pet's care easier.

**What is the difference between a wellness plan and pet insurance?**

Insurance is typically reactive and primarily focused on treating injury or illness. Wellness plans are focused on preventive pet care services like physical exams, vaccinations and screenings, with savings both on the plan package and services outside the plan. There are also no age or breed restrictions on wellness plans, almost all pets are eligible to enroll with approval from your veterinarian.

**Why do young or healthy pets need a wellness plan?**

Our puppy and kitten plans include routinely recommended care to help set up your new friend up for wellness, with the option to add spay/neuter. Adult plans make sure your best friend has the ongoing care and disease prevention they need. Regular exams and screening help find and treat issues before they become more serious and harder to address.

**Do I save money by enrolling my pet on a wellness plan?**

Yes! You save hundreds of \$\$\$'s compared to purchasing wellness services separately PLUS unlimited office visits for the year, so you never need to worry about whether or not to bring your pet in for care. In addition, you will receive a 10% discount on services outside the plan (excluding food and specialty surgery).

**What happens when I enroll my pet?**

Once your veterinary team recommends a plan that meets your pet's needs, you will be set-up for automatic monthly payments at the time of enrollment. You will pay a one-time enrollment fee and the first monthly payment during the enrollment visit.

**Why is there a one-time enrollment fee?**

The one-time enrollment fee covers the plan set up, automatic monthly payments and administrative services associated with the plan. Unlike traditional financing, there are no additional monthly interest charges for budgeting your pet's care. As long as the plan for your pet(s) doesn't lapse for more than 12 months you don't have to pay this fee again.