



Insurance Claims With Castle Vets

Submitting your claim form

If we have treated your pet and you wish to make an insurance claim, please send your insurance claim form for the attention of the Insurance Claims Administrator (regardless of which vet has been treating your pet).

- If your pet was seen by the emergency vet, Vets Now, (outside of normal working hours), please send in your claim form for the attention of Vets Now.
- If both Castle Vets and Vets Now have treated your pet, you will need to bring in two claim forms.

Completing your claim form

Please ensure that you fill out your sections of the claim form as fully as possible. If you do not know the name of the condition or illness you are claiming for, you can just write the symptoms in this area. Please do not write anything in the section that is to be completed by the veterinary practice.

If you are insured with Petplan or Sainsbury's we will ask you to provide your policy number and complete and sign an electronic claim authorisation slip, rather than filling out a full size claim form.

Do not worry about providing receipts for treatment given at Castle Vets as we can print these for you, however, if you are claiming for anything else such as physiotherapy, hydrotherapy or medications purchased elsewhere, you will need to provide receipts/invoices for these items.

If you do not plan to collect your claim form from the practice and send it yourself, you will need to provide a stamped addressed envelope addressed to your insurance company or to yourself (whichever you prefer us to send the completed claim to). This does not apply if your insurance company has a free post address or we can process the claim electronically (see below). If you do not provide a SAE we will contact you to collect the claim form when it is ready.

We can now process many claims electronically, which should mean faster payments for you and no lost claim forms. Electronic claims can be processed with the following pet insurance companies

- Agria
- Animal Friends (direct claims only)
- Asda
- Aviva,
- Debenhams
- ESure
- Petpals
- Petpartners
- Petplan
- Petprotect
- Petwise
- Pets At home
- Protect your Bubble
- PDSA
- Sainsbury's

If you are insured with one of these companies, you will not need to provide an SAE.

We do not charge anything for completing claim forms if you have already settled your bill with us and your insurance company is paying you.

Please be aware that because we deal with a very high volume of insurance claims, during busy periods it can take up to 3 weeks to process your claim.

If you require your claim to be processed urgently, please speak to a receptionist about our 'fast-track' claim service.

Direct Pet Insurance Claims (The insurance company pays Castle Vets directly)

It may be possible to arrange for your insurance company to pay Castle Vets directly for procedures or operations that may cost over £300.

If we agree to process a direct claim for you we will need

1. A completed and signed pet insurance claim form (as above)
2. A copy of your pet insurance policy documents detailing your policy information, including your name and address, your pet's details, cover level, renewal date, policy limits and excess.

These documents need to be with us within 24 hours of the vet agreeing to do a direct claim for you, or on the day of your pet's operation (whichever is sooner). If you have been referred to the specialist veterinary surgeon, you must have these documents with you at the time of your appointment.

Once we have received your policy documents and claim form, you will be asked to complete and sign a direct claim application form and to pay your insurance excess fee as well as an insurance claim administration fee.

In some cases, we may ask that a pre-authorisation claim be submitted to your insurance company prior to any surgery, to ensure that they will cover the costs of treatment.

If your pet needs continuing treatment after the initial claim and you wish to continue with claiming directly, please be aware that we will require a completed claim form after each treatment, repeat prescription and/or visit to see the vet and that you will be charged an administration fee for each claim. Any applicable outstanding balance should also be settled at this time so that it does not build up. For this reason we recommend that Direct claims are only made for treatment costs over £100.

Please remember that you are responsible for any treatment costs and excesses that your insurance company does not cover and that you will need to settle any outstanding balance remaining within 14 days of your claim being processed by the insurance company.

Any Questions?

Please contact us at the practice if you have any questions regarding insurance claims on 0118 9574488 or by sending an email to insurance@castle-vets.co.uk. We will also accept your claim form and any other supporting documents by email if this is more convenient