

ASCPA® Pet Health Insurance Estimate Process

Estimates of reimbursement are available for veterinary practices and customers, to determine eligibility prior to diagnostics and treatment.

If a veterinary practice would like to accept insurance reimbursement as payment, we strongly recommend that an estimate is submitted and processed ***before any agreement is made.*** This is an important measure to avoid unpaid invoices when services are not eligible for coverage.

Estimate of Reimbursement

Determines eligibility prior to services

- Processing time is 7-10 days, or less if 12 months of medical records are submitted with the estimate
- Estimate of Benefits provided to the ***policyholder*** to advise of eligibility and potential reimbursement
- Non-emergency estimates may be able to be expedited upon request, but this is not guaranteed

To submit, email the estimate to claimsestimates@cfinspet.com or fax to 855-324-9881

For updates, email vets@aspcapetinsurance.com or call 877-738-2677, Option 3

Claims estimates can be obtained during regular business hours:
Monday to Friday, 8:00 am - 8:00 pm EST

In the case of an emergency, estimates may be able to be expedited upon request, but this is not guaranteed.

Direct Reimbursement to Veterinary Practice

We're happy to send reimbursement due for eligible services to your practice if desired. A new claim must be submitted after services are performed in order to receive reimbursement. Claim forms are available through our website at www.aspcapetinsurance.com.

Please ensure that the owner signs the claim form with the "send payment to veterinarian" option selected. ***Without the owner signature, we do not have authorization to directly reimburse your practice. We cannot guarantee payment to your practice if the claim form is not submitted properly.***

Questions? The Veterinary Services Team is here to help! Email vets@aspcapetinsurance.com or call 877-738-2677, Mon – Fri 9A – 5P EDT

Products are underwritten by United States Fire Insurance Company. Information within this communication is not intended for distribution. This is not a guarantee of coverage or a complete description of all coverage terms, conditions, exclusions, and limitations. Issuance of coverage is subject to underwriting. Information is summarized – specific products, features, rates and discounts may vary by state and are subject to change. View plan documents for complete information.