A diagnosis is the medical condition treated. Please do not list symptoms (for example limping, lameness or infections are symptoms of injuries or illnesses). Your veterinarian can help you with the diagnosis. Include a copy of your pet’s treatment records and lab results for this visit if there is more than one diagnosis being treated, your pet stayed at the hospital overnight, or the diagnosis has not been determined. Please do not write “See Attached” or list services shown on your invoice.
Have you included everything we need to process your claim?
Ask your veterinarian’s office for copies of your pet’s treatment records and submit them with your claim. Treatment records and lab results help us process your claim faster, especially if your pet was treated for more than one condition, stayed overnight at the hospital or did not have a definite diagnosis.

Want to track the status of your claim?
Log on to the Nationwide Pet Account Access page at my.petinsurance.com and click “View Claims History.” The status of faxed or mailed claims will be available 72 hours after they are received.

Need more claim forms?
Log on to your account at my.petinsurance.com and click on the “Pre-Filled Claim Form” link. Have claim forms handy when you need them. Keep extra copies:

- At home, with other pet-related documents
- In your glove compartment
- On file at your veterinarian’s office

Have any questions?
Contact a Customer Care Representative toll free at 800-540-2016, Monday through Friday, 5:00 a.m. to 7:00 p.m. or Saturday, 7:00 a.m. to 3:30 p.m. (Pacific).

Attention New York Residents: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed $5,000 and the stated value of the claim for each such violation.