

How to Submit a Claim

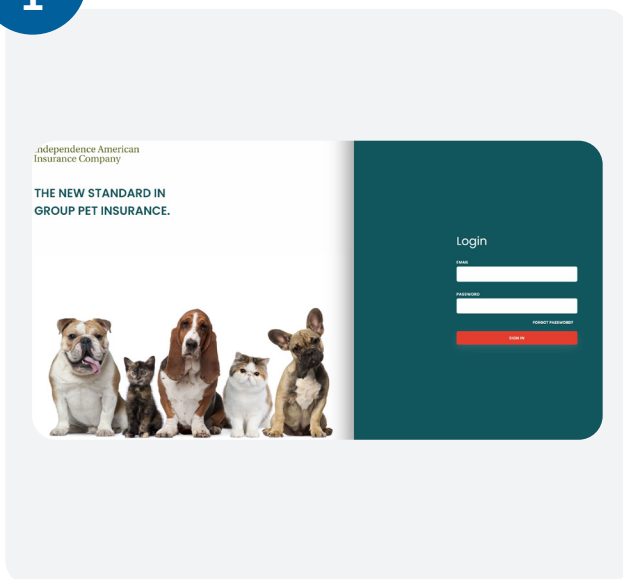
Play more and worry less about unexpected vet bills

We know time is precious, especially when your furry family member needs veterinary care. Please refer to the step-by-step guide for submitting a claim to ensure timely processing.

Guide to Group Pet Employee Portal Claim Submission

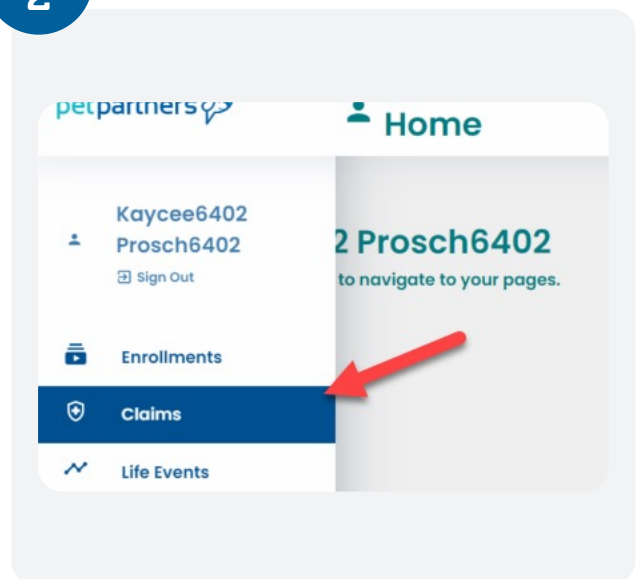
STEP 1

Access the Portal at:
<https://portal.independenceamerican.com>



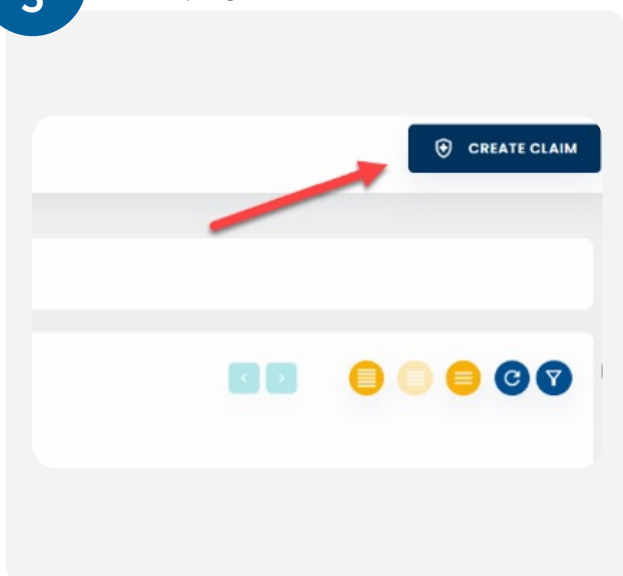
STEP 2

Click on the "Claims" tab



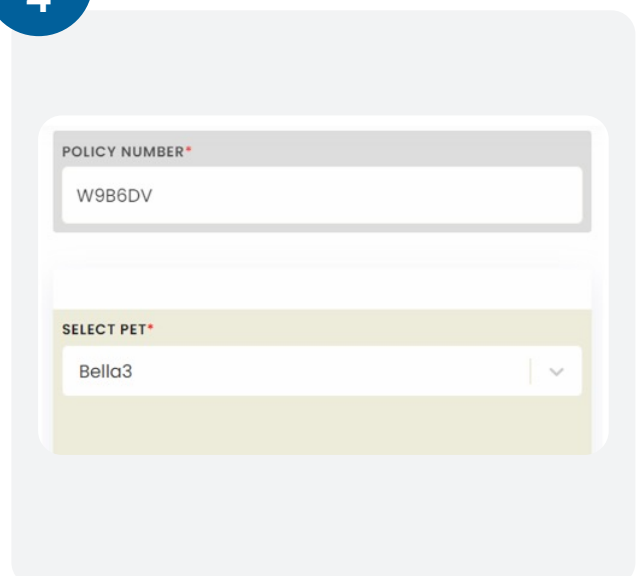
STEP 3

Click on the "Create Claim" button on the top right of the screen



STEP 4

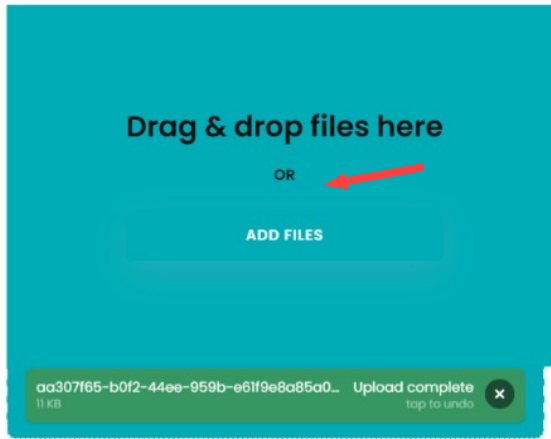
Complete the Claim Submission Form



STEP 5

Upload relevant invoices for this claim

PLEASE UPLOAD ALL RELEVANT INVOICE FOR THIS CLAIM. WE ACCEPT PDF, JPG, JPEG, PNG, DOC & DOCX FILE FORMAT.



STEP 6

Enter your preferred reimbursement method (check/ACH)

REIMBURSEMENT METHODS*

ACH

BANK NAME

Chase

ACCOUNT NUMBER*

STEP 7

Read and Accept the Disclaimer Notice then click to Submit

State law requires the following to appear on this form: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may subject to fines and confinement in prison.

I AGREE

SUBMIT

You Can View Claim Status Any Time

By clicking on the Claim icon, you can view the progress of all of your submitted claims.

petpartners CLAIMS Dashboard

Please contact the Customer Care team at (800) 956-2495

All Claims ▾

Claim Number

Other Ways to Submit a Claim

1. Email: myclaims@petpartners.com

2. Mail: PO Box 37940
Raleigh, NC 27627

3. Fax: 919-859-8193

If you prefer, you may request a claim form by calling Customer Service at **800-956-2495** or by sending an email to myclaims@petpartners.com.