

STANHOPE PARK VETERINARY HOSPITAL



STANHOPE PARK VETERINARY HOSPITAL

30 Stanhope Road South

DARLINGTON

Co Durham

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Website: www.stanhope-vet.co.uk

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VAT No: 258-1855-33

Director: M I Wright BVM&S MRCVS

Insurance Claims

GENERAL TERMS & CONDITIONS

1. Stanhope Park Veterinary Hospital may advocate pet insurance, but any contract of insurance is between you and your insurance company. Please ensure that you refer to the specific terms and conditions of your chosen insurance policy.
2. We would recommend you claim for treatment within three months, as some insurance companies are refusing to settle the claim if they have not received the claim within this time span.
3. Due to the Data Protection Act, Insurance Companies are no longer able to discuss insurance claims directly with the veterinary surgery, unless you have given them verbal or written permission to do so.
4. In the event that all or any part of the insurance claim is not paid by your insurance company for any reason, you will be liable for the outstanding balance. We may, at our absolute discretion, agree that you may delay payment of an invoice pending recovery of the sum from your insurer for such reasonable period as we agree in writing. You remain liable in full for all invoices and all sums shall become due and payable in full by you at the end of this extended payment period, irrespective of whether your insurer has made payment to you.
5. If your claim has not been settled within three months, we will contact you and ask you to settle the account with us.

MAKING A CLAIM

You are kindly requested to bring your policy documents, completed information form and claim form with you when presenting your pet for or collecting treatment. Please ensure the policy holder has fully completed their sections of the insurance form, signed and dated it. We will complete the veterinary sections of the form.

Stanhope Park Veterinary Hospital is the trading name of Stanhope Park Veterinary Hospital Limited.

Company Number 7358128.

Address of registered office is 30 Stanhope Road South, Darlington, Co. Durham DL3 7SQ.

You will be asked to pay your account balance on the day of treatment. We will complete the claim form for payment to be reimbursed directly to you, by your insurance company. Whilst this is our standard protocol, in some instances, we may agree to a direct claim (see below). Even if we allow a direct claim for the initially claim, we will ask that you pay for on-going monthly treatment at the time of collection of medication.

We will charge a small administration fee of £18.00 for the completion and submission of your initial insurance claim form, and £5.00 for continuation claim forms.

DIRECT CLAIMS

We may accept direct insurance claims at the discretion of our Practice Manager. Where possible, this must be discussed and agreed before any treatment takes place.

If you are unable to settle your account on the day of treatment and we have agreed to a direct claim (we complete the insurance form and the insurance company pay us direct), we will ask you to pay the direct claim administration fee of £18.00 plus your excess amount before the claim form is sent to your insurance company.

This administration fee will be charged every time we make a direct insurance claim on your behalf. Your excess amount will not be charged for continuation claims, but your individual insurance policy may include a percentage contribution.

WHY DO WE CHARGE ADMINISTRATION FEES?

The completion of insurance claim paperwork involves reading through pages of clinical notes, correspondence with veterinary surgeons for clarification and to obtain clinical diagnoses. In many cases there may be multiple conditions to be claimed for and our administrators must check each product/service to ensure it is claimed under the correct condition. The small administration fee that we charge allows us to cover the costs of the time it takes for our professional team to get your pet's claim form submitted quickly and correctly.

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