

Frequently Asked Questions

What is Total Pet Plan?

Total Pet Plan brings the best brands in pet care together to create a bundle that covers everything your pets need. Receive benefits from **PetPlus**, **Pet Assure**, **AskVet**, and **ThePetTag** at one low payroll deduct rate.

What does Total Pet cover?

As a Total Pet Plan member, you'll receive:

- PetPlus: Up to 40% off and free shipping on all orders from [PetCareRx.com](https://www.petcare.com)
- Pet Assure: 25% savings on in-house veterinary care at participating vets
- AskVet: Chat with a US-based Veterinarian for questions on your pet's health, wellness, behavior and more
- ThePetTag: Durable ID tag that can be scanned if your pet goes missing, bringing them home faster than a microchip

Which pets can I enroll?

You can enroll any dog and cat in Total Pet Plan. There are no restrictions due to age, breed or health of your pet. Pet Assure Veterinary Discounts also cover exotic pets.

How do I access my Total Pet benefits?

Log in to your account at www.petbenefits.com to access all of your plan benefits.

Is this insurance?

No, with the Total Pet Plan you receive instant savings and pet care services without any paperwork.

Are there any additional fees?

No, your membership cost gives you access to all of your benefits without any additional fees.

Are there usage limitations?

No, all benefits have unlimited usage for the pets enrolled.

What happens to my membership if I'm no longer eligible for benefits?

Members who are no longer payroll deduct eligible or are leaving the company can port coverage at the same group rate within 28 days of termination.

The following pages include FAQs on each individual component of Total Pet Plan.



PetPlus



What is PetPlus?

Receive members-only pricing (up to 40% off) on products you're already buying for your pets. Products include prescriptions, preventatives, food, treats, toys and more! Shipping is always free and same-day pickup is available for most human-grade prescriptions.

How do I access my PetPlus account after enrolling?

After you enroll, you will receive instructions via mail and email on how to activate your online account. You can start shopping online as soon as you activate your account.

How do I place an order for delivery?

Shop online using your PetPlus membership at [PetCareRx.com](https://www.petcareRx.com). Savings are automatically applied at checkout and shipping is always free.

How do I pick up my pet's prescription at a pharmacy?

If your pet is prescribed a human-grade medication, ask the vet for a written prescription for your pet's medication. Take your pet's prescription and PetPlus Rx card to any participating pharmacy.

The pharmacist will fill your pet's prescription and PetPlus will charge your credit card on file at the listed member rate. You should NOT be charged at the pharmacy for your purchase.

When do I receive my PetPlus card?

Your PetPlus card is available on your PetPlus dashboard as soon as you activate your account. You can either print out your card at home or show it to the pharmacy right from your mobile device.

Pet Assure



What is Pet Assure?

Pet Assure is a veterinary discount plan that saves you 25% at participating veterinarians on all in-house medical services, no exclusions. Even pre-existing conditions are covered!

How do I use Pet Assure?

When you visit a participating vet, present your Pet Assure member ID card from the Pet Assure app at checkout, and the veterinary staff will apply a 25% discount to all in-house medical services. There is no paperwork or forms to fill out. You can use your savings immediately on your benefit start date.

What procedures are discounted?

Participating veterinarians discount all in-house medical services. This includes the office visit, vaccinations, surgery, dental cleaning, spay and neuter surgery, x-rays and any other procedures the vet performs. Even procedures related to pre-existing conditions are discounted.

Are there any exclusions?

No, there are absolutely no exclusions. All in-house medical services are covered, including wellness, sick and emergency care. You can enroll any type of pet, regardless of type, breed, age or health.

Can I use this together with pet insurance?

Yes. Pet insurance typically only covers major medical claims and often excludes wellness exams or pre-existing conditions. Pet Assure does not have any exclusions and will save you money on the procedures not covered by pet insurance. The Pet Assure savings are instant and can help you save on veterinary care prior to meeting your insurance deductible and while you wait for insurance reimbursement.

Where can I find a list of participating vets in my area?

You can search for participating practices by visiting www.petbenefits.com/search. Mention that you're a Pet Assure member when you call to make an appointment.

If a veterinarian you would like to visit does not participate, you can invite them to join by clicking the "Invite to Pet Assure" button. With a few details, you'll have a custom-generated email to send to your vet inviting them to join and providing instructions for them to contact Pet Assure for further details.

AskVet



What is AskVet?

AskVet is 24/7 pet telehealth service that gives you direct access to a veterinarian via live chat.

How do I access AskVet?

Log in to your PetPlus account. Click Connect Now on your PetPlus dashboard to chat with an AskVet Veterinarian.

Can AskVet replace my primary veterinarian?

No, AskVet does not diagnose or prescribe, and is not intended to be used as a replacement for your primary veterinarian.

Who are the veterinarians at AskVet?

AskVet veterinary telehealth specialists are US-based licensed veterinarians trained to help you make the best decisions for your pet.

What can an AskVet veterinarian help me with?

AskVet offers 24/7 decision support on all of your pet care questions and concerns. While AskVet cannot provide a diagnosis or prescribe medication, they can help you decide the best course of action or learn more about managing your pet's existing condition.

ThePetTag



What is ThePetTag?

ThePetTag is a lost pet recovery service that provides your pets with a durable ID tag that's directly linked to your contact information.

How do I request a pet tag?

Once enrolled, log in to your Pet Benefits account and register your pet(s) with Pet Assure. Request a tag for your registered pet(s), and ThePetTag will mail your pet's ID tag in 1-2 weeks.

How does ThePetTag Work?

Scanning your pet's tag with a smartphone provides your public contact information to the individual that finds your pet, getting them home quicker than a microchip! Link main and emergency contacts to your pet's tag without the limits of engraving or fear of illegible ID tags.

ThePetTag's 24/7 pet locator helpline is also available for help contacting a lost pet's family.

How do I update my emergency contact information?

Your address, phone number, and additional emergency contacts can be updated from your Pet Benefit Solutions account or in the Pet Assure app at any time – even after your pet goes missing