



# INSURANCE

## *Indirect Claims*



**We will submit claims to your insurance company for them to reimburse you directly.**

Most claims will be handled this way

### **We need:**

- Relevant invoices to be paid in full at the time of treatment.
- A claim form with your section completed and signed.
- Or contact your insurer to start the process online or over the phone.

### **We will:**

- Complete the 'vet section' of the form and send it to your insurance company.
- Send all relevant invoices, clinical notes and any other clinical information they request.
- Aim to submit all claims within 5 working days.

For further information or for any insurance queries please contact us at [insurance.dept@rutlandvets.co.uk](mailto:insurance.dept@rutlandvets.co.uk) or call your usual branch





**Rutland & Kings**  
Veterinary Centre

# INSURANCE

## Direct Claims

\* for claims over £500

**We will claim all costs directly from your insurance company.**

PLEASE NOTE: Direct claims **must be pre-approved** by our insurance administrator prior to treatment.

### We need:

- Details of your insurance company and your policy number.
- Permission to speak to your insurance company.
- A completed 'letter of authority' giving us permission to claim directly from your insurance company.
- A completed and signed claim form, or for you to start the claim online or over the phone with your insurance company.
- Payment of our direct claim fee (£26 or free on our LCC plan), your policy excess and any co-payment.
- Payment of any items on the invoice that are not covered by the insurance policy.

### We will:

- Contact your insurance company to confirm policy details before we approve the direct claim.
- Complete the 'vet section' of the claim and send it to your insurance company.
- Send all relevant invoices, clinical notes and any other clinical information they request.

