



## TOTAL PET PLAN

# Frequently Asked Questions

### What is Total Pet?

The Total Pet Plan brings the best brands in pet care together to create a package 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 50% off on brand-name prescriptions and products
- Pet Assure: 25% discount on in-house veterinary care at participating vets
- AskVet: 24/7 telehealth access to veterinarians
- ThePetTag: Lost pet recovery ID tags

### Which pets can I enroll?

You can enroll any dog and cat in the 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](http://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 needs 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.

## PetPlus



### What is PetPlus?

With PetPlus, you receive members-only pricing on all orders from PetCareRx, one of the largest online pet pharmacies. Save up to 50% on everything your cat or dog needs! All orders ship free, and most prescriptions are available for same-day pickup from over 60,000 Caremark pharmacies nationwide.

### 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 order medications for delivery?

Shop online using your PetPlus membership at [PetCareRx.com](https://www.petcareRx.com). Search for the medication that you want to purchase and select the dosage. At checkout, select free delivery.

### Who dispenses medications ordered online?

PetPlus is not a pharmacy. PetPlus partners with National Association of Boards of Pharmacy (NABP) accredited pharmacies such as CVS, Walgreens, Rite Aid and PetCareRx to fulfill your pet prescriptions. Orders dispensed through online mail-order will be directed to PetCareRx, and those through in-store pickup will be dispensed at the local Caremark network pharmacy of your choice.

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

If a medication is eligible for pick-up, it will be listed as eligible on your PetPlus dashboard. Bring both your pet's prescription and your PetPlus card to the pharmacy at which you will be placing your order. Inform the pharmacist that you are picking up a prescription for your pet and have a pet prescription benefits card. They will fulfill your Rx and let you know when it is available for pick-up. You should NOT be charged at the pharmacy for your purchase. Within 2 days of your pick-up, your PetPlus account will be charged for the purchase of the cat or dog medications you ordered.

### When do I receive my PetPlus card?

Your PetPlus card is available as soon as you activate your account at [PetPlus.com](https://www.petplus.com). 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 has been providing pet owners with affordable, high-quality veterinary care since 1995. With Pet Assure, you will save 25% on all in-house medical services at participating veterinarians in all 50 states.

### How do I use Pet Assure?

You will receive your Pet Assure membership card in the mail. When you visit a participating veterinarian, present your Pet Assure card 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 upon enrollment in the program.

### 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 is 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.petassure.com/search](http://www.petassure.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.

**AskVet**



**What is AskVet?**

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

**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 vet.

**Who are the veterinarians at AskVet?**

AskVet veterinary telehealth specialists are US-based 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 does ThePetTag work?**

If your pet ever goes missing, the finder can scan your pet's ID tag from their smart phone to access the contact information that you provided.