

# Our Direct Claim Policy

A direct insurance claim means the insurance company will pay your bill directly to us, minus the excess amount on your policy.

Processing of direct claims can only be authorised by the veterinary surgeon responsible for your pet's care. It is a discretionary decision based on the relationship between the practice and the insurance company.

- Our terms and conditions are that all fees are due for immediate settlement at the time of the consultation, discharge of your pet, or upon collection of drugs/diets.
- Clients with insurance policies are also asked to pay their fees at the time of treatment. We will process any insurance forms within 5 working days, with the insurance payment to the client. We do not charge for this service.
- We will process direct claims where the insurance payment is made directly to Donnington Grove Vets, with these conditions:
  - The amount to be claimed for is more than £450.
  - The direct claim has to be agreed by the case vet, prior to treatment.
  - The claim form must have the client's section completed and signed, and given to us on the day of treatment or collection of your pet.
  - The policy excess must be calculated and paid at the time of treatment. If this is unknown, then a minimum payment of £100 is to be made.
  - Dental treatment is frequently not covered by insurance policies, and so these are excluded from direct claims.

We will not usually do direct claims with these insurance companies or their affiliates:

E&L, eg The Insurance Emporium

Animal Friends

BDML Connect

Pet-insurance.co.uk



Donnington Grove  
SMALL ANIMAL VETS