Have questions about Healthy Paws?

When I enroll in the Healthy Paws pet insurance plan, when does my pet's coverage go into effect?

Your pet insurance policy goes into effect at 12:01am local time the day after you enroll, subject to any waiting periods, which may vary based on state. Applicable waiting periods are indicated during the web enrollment experience.

What kinds of pets does Healthy Paws insure?

Healthy Paws offers pet insurance for dogs and cats residing within the 50 United States and Washington, DC. New coverage is available for dogs and cats that are at least 8 weeks old, and younger than 14 years old (younger than 5 years old in the state of New York).

Does Healthy Paws offer a wellness plan?

Wellness and preventative care are not covered by your Healthy Paws policy.

How are my premiums paid to Healthy Paws?

Healthy Paws premiums may be paid via debit/credit card or withdrawn from your checking or savings account. Your monthly premium will be charged automatically on the same date of the month that you originally enrolled. For example, if you enrolled on the 15th of June, all payments moving forward will be collected from the payment method on file on the 15th of each month. *For pet parents that enroll during the 28th to 31st of the month, the billing date is set as the 28th because of February.*

I already have a Healthy Paws policy. How do I add additional pets?

Check your online Customer Center account or the Healthy Paws mobile app to add a new pet. Most accounts are able to add pets, however some older policies are no longer adding new pets to existing accounts. You will receive an alert if your account cannot add pets. If you receive this alert, please create a new policy using your Employee Benefits link.

I have pet insurance through another company. Can I transfer my policy from another pet insurer to Healthy Paws?

No. Healthy Paws is unable to transfer pet insurance coverage from another company. New pets enrolled on a new policy with Healthy Paws are subject to all applicable waiting periods and pre-existing condition exclusions, regardless of previous or concurrent pet health insurance coverage.

Will my policy with Healthy Paws cancel if I retire or leave my current employment?

No. Your Healthy Paws policy is managed outside of your Employee Benefits website, so your Healthy Paws policy will not terminate because your employment has ended. You can keep your pets' coverage active even if you retire or change jobs as long as you continue to make premium payments when due.

For account management and claims questions, call **855-898-8991** to speak with the Healthy Paws Customer Care Team or email **help@healthypaws.com**.

For enrollment questions, call **844-260-7911** to speak with a licensed enrollment specialist or email **info@healthypaws.com**.

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