

Sussex Equine Hospital Insurance Claims
Fact Sheet

- ❖ We are happy to provide administrative assistance with your equine claim, for which there is currently no charge. In the event that your insurance company require additional written reports from your Veterinary Surgeon, we reserve the right to make a charge.
- ❖ It is our practice policy for you to pay us directly and reclaim the money back from your insurance company. If you are unable to do this you must complete the enclosed direct claim authorisation form and return it to us with your insurance excess. This is the amount that your insurance company will deduct when they settle your claim and they will be able to tell you how much this is. There may be further amounts deducted by your insurance company for which you will be liable.

Please Note: We charge 1.5% compound interest on all balances outstanding for more than 30 days. You will be liable for these charges if there is a delay in your insurance company processing your claim.

- ❖ It can take up to two weeks for us to complete your insurance claim form. If there are delays on our part in dealing with your claim, interest will not be charged to your account in that month. Once completed, we will return your insurance form direct to the insurance company for you, unless you have requested otherwise.
- ❖ We will include with your claim form an insurance invoice for all treatment relating to the claim that is recorded on the system at the time the form is completed. We ask that you contact us to advise us of any further work to be sent on after this initial claim because due to the number of insurance cases that we process, we cannot undertake to periodically check your records for unclaimed treatment.

In this case you may need a continuation form from your insurance company, please check with them as some companies allow us to purely send an additional insurance invoice upon your request.

- ❖ We recommend that you keep in contact with your insurance company on a regular basis so you are aware of where they are in dealing with your claim. We are unable to chase them on your behalf.
- ❖ Please note that your invoices and any letters regarding your account will continue to be generated & sent to you until the balance on your account has been paid in full. Many clients use these as a prompt to chase their insurance company.