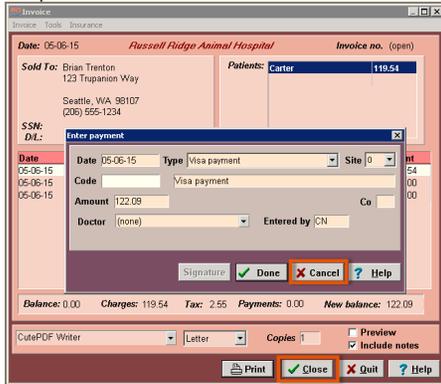
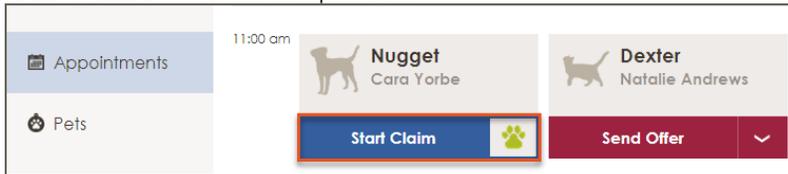


Submitting a Claim

Step 1: Complete and Post the invoice in **AVImark**. Click **Cancel** on the payment window (do not add any payments yet) and **Close** on the invoice window. This will fully conclude the invoice and it will now appear in Trupanion's software.



Step 2: From the **Appointments** page in **Trupanion's software**, click the blue **Start Claim** button on the pet file.



Step 3: Confirm **Finalized Invoice** is selected.



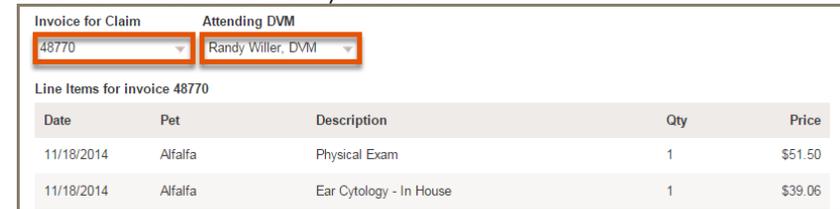
Step 4a: If the claim is due to an accident, select **Yes**. If not, or if you are unsure, select **No/Not Sure**. Enter the *Reason for treatment* and *Date of first sign*. Click **Enter additional notes/comments** to add more detail about the pet's visit. Adding more detail can help expedite claims processing.



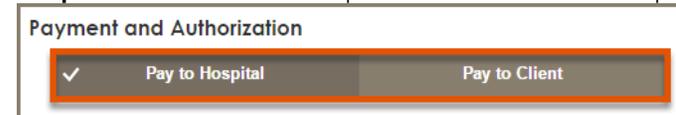
Step 4b: If a claim has previously been filed for the condition, click **Yes** and you will have the ability to select the related claim. This will pre-fill the *Reason for treatment* and *Date of first sign*. Add additional details if desired. This option won't be available if the pet hasn't had any prior claims with you.



Step 5: Confirm the correct invoice and Attending DVM are selected, or select the correct information from the drop-downs lists. The most recent invoice will be selected by default.



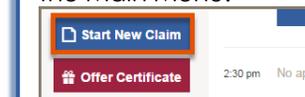
Step 6: Confirm the payment as **Pay to Hospital** or select **Pay to Client**. **Pay to Hospital** should be used to provide the best client experience.



Step 7: Type your name in *Submitter's Name* and click **Submit Claim**.

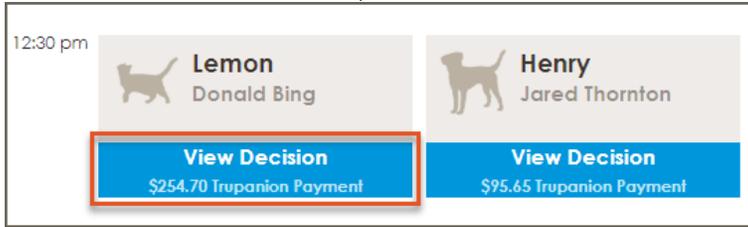


Claims Tip: Claims can also be started by clicking **Start New Claim** from the Main Menu.



Viewing the Decision Letter and Adding Payment

Step 1: From the **Appointments** page in *Trupanion's software*, select the blue **View Decision** button on the pet's tile.



Step 2: The decision letter will show the amount Trupanion is paying along with the associated claim details.

Trupanion is paying \$254.70 of the invoice submitted. The pet owner will be responsible for the remaining balance.

Condition 1. Urinary tract infection (Urinary tract infectious disease)	\$283.00
Eligible	\$283.00
Claim Payment at 90.00% Coverage	\$254.70
Other: Ineligible Items	\$45.00

Please refer to the following policy exclusion(s):
 7.e.1 We do not insure the costs, fees, or expenses associated with veterinary examinations; \$45.00
 Please contact one of our pet-loving specialists at 1-855-266-2151 if you have any questions regarding our review of this claim. We are here to help you 24 hours a day, seven days a week.

Step 3: From the **Avimark** invoice screen, add a new payment. Select the Trupanion payment type and enter the amount from the decision letter. Add another new payment and select the client's payment type. Enter the remaining invoice balance as the payment amount.

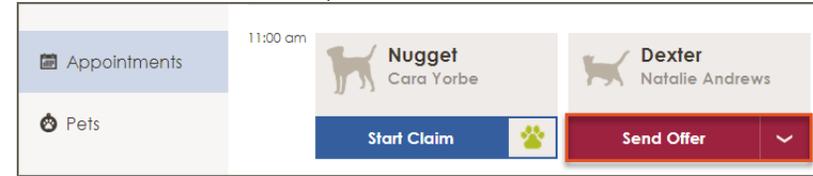
Date	Patient	Code	Description	Qty	Amount
05-06-15		CN	Mastercard payment		-72.09
05-06-15		CN	Trupanion		-50.00
05-06-15	Carter	08020	Neobacimyx Ophth Ointment	1	42.54
05-06-15	Carter	4210	Fluorescein Stain	1	32.00
05-06-15	Carter	EXAM	Examination: Comprehensive (Sick)	1	45.00
Balance: 0.00					Charges: 119.54
					Tax: 2.55
					Payments: 122.09
					New balance: 0.00

Have a Question? Need Help?

The Vet Support team is available to answer questions, resolve issues, and help you get the most out of Trupanion's software. Feel free to call us at **888.733.2670**, or email us at **vetsupport@trupanion.com**.

Issuing an Exam Day Offer

Step 1: From the **Appointments** page in *Trupanion's software*, click the red **Send Offer** button on the pet tile.



Step 2: Confirm the client and patient information and complete any fields that were not pre-filled.

Dexter
 Natalie Andrews

Phone: (206) 555-4567
 Email: natalie.andrews@test.com
 Address: 6328 Trupanion Way
 Address 2:
 City: Seattle
 State or Province: WA
 Postal code: 98107

Gender: M
 Spayed or Neutered: Yes
 Breed: Domestic Shorthair
 Age: 8 weeks to 12 months old

Step 3: Select the *Attending DVM* from the drop-down list.

Offer Details

Attending Doctor
 Search for a Doctor. ▾

Step 4: Type your name in *Submitter's Name* and click **Send Offer**.

Submitter's Name 1

Send Offer 2

The pet owner receives the Exam Day Offer notification and will have 24 hours to activate their pet's offer. Encourage them to activate the offer while they are still in the hospital.