

All States



Pet Health Program

Program Manual: CW-PET (05/20)

Effective Date: 05-2020

Effective Dates Vary By State

American Modern Home Insurance Company (077)*

**Florida Only: American Southern Home Insurance Company*



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PRODUCT HIGHLIGHTS

We provide one simple, yet comprehensive plan to cover your cat or dog against accidents and illnesses (except those that are pre-existing) including the following:

- Breed-specific conditions
- Cancer treatment
- Diagnostic testing and imaging (e.g. X-ray, ultrasound, MRI)
- Surgery, hospitalization, and nursing care
- Alternative therapies and rehabilitation to include laser, hydrotherapy acupuncture, chiropractic and physiotherapy performed by a vet or vet staff member. (12 week limit)
- Emergency room and specialist care
- Vet exam fees
- Prescription Drug Coverage (varies by state)
- Dental Illness Coverage up to \$1,000

When will coverage start?

The waiting period for accidents is 2 days and for illnesses is 14 days. The waiting period for orthopedic conditions is 6 months. The orthopedic waiting period may be reduced to 2 days for accidents or 14 days for illness from the orthopedic examination date, whichever is later, by having your veterinarian perform a basic orthopedic examination on or after the policy start date, and recording his/her findings on the Orthopedic Report Card form that can be found with your policy documents. If your veterinarian finds any conditions during the examination, they may become pre-existing.

For coverage to start, each insured pet must have been examined by a veterinarian that is not you or related to you within the past 12 months.

For a new pet or if the pet hasn't seen a vet in the last 12 months, the policyholder can take the pet to the vet during the waiting period without any loss of coverage. If you go to the vet after the waiting periods, coverage starts as of the first examination date. Once insured, there's no annual requirement to see the veterinarian. We encourage pet owners to take their pets in for routine visits.

Coverage

Accident – covers accidental injuries that occur after the waiting period that are not excluded by the policy. Illness - covers illnesses that become symptomatic after the waiting period that are not excluded by the policy.

Pre-Existing Conditions are defined as:

- a. A chronic condition observed by you or your veterinary provider prior to the end of the waiting period for the covered pet(s) and any related conditions; or
- b. An illness or injury that first occurred or showed clinical signs prior to the end of the waiting period and any related conditions.
- c. Undiagnosed conditions with the same clinical signs as those in a. or b. above are also considered preexisting.

Pre-Existing Conditions are not covered by the policy. Some pre-existing conditions are curable and might be covered after 12 months without management, treatment, or symptom.

Coverage for Emergency Room Visits and Specialist Care

This plan provides coverage for these visits in the same way it does for vet visits to your primary care veterinarian, with no difference in reimbursement percentage or deductibles. There are no networks so a referral to visit a specialist is not necessary.

Any of the following specialists may be covered under the accident only or accident and illness plans:

- Emergency and urgent care hospitals
- Orthopedic specialists
- Oncologists
- Ophthalmologists

- Radiologists
- Internal medicine specialists or internists
- Ambulance transportation services
- Rehabilitation, physical therapy, or hydrotherapy with a veterinarian's prescription at an approved facility. (12 week limit)

Deductible Options

- Deductible options up to \$1,000
- Deductibles apply first to a claim prior to the reimbursement percentage being applied.

Reimbursement Percent Options

- Reimbursement options include: 90%, 80%, 70%

Annual Maximum Limit Options

- Annual maximum limit options include: \$5,000, \$8,000, \$10,000, \$15,000, \$20,000, \$30,000 or unlimited.

Dental Illness

We will reimburse you for eligible veterinary treatment expenses caused by dental illnesses that are not pre-existing, up to \$1,000 per year. Cleanings are not covered under accident illness.

Prescription Drug (Rx)

Covers medications prescribed by your veterinarian as part of your pet's accident or illness treatment.

Hill's y/d diet (or similar preparation by another manufacturer) is covered when used in treatment of feline hyperthyroidism.

Note: This coverage applies toward prescriptions treating accidents and illnesses for covered conditions. It does not include preventative prescriptions like heartworm medication, or prescription diet food (except as noted above).

Healthy Pet Deductible

Applies to all states except New York

The Healthy Pet Deductible starts at zero and increases by \$50 for each year that the policyholder does not receive a paid claim reimbursement. The maximum value the Healthy Pet Deductible can become is the value of the pet's policy deductible. The effective deductible becomes the original pet deductible minus the Healthy Pet Deductible. If there is more than one pet on the policy, the Healthy Pet Deductible applies to each pet. Each pet accumulates and uses their Healthy Pet Deductible separately from any other pet.

New York Specific

The Healthy Pet Deductible starts at zero and increases by \$50 for each year that the policyholder does not have a paid claim, with a maximum credit of \$500. The Healthy Pet Deductible may decrease the Deductible down to \$0; if the Deductible is less than the Healthy Pet Deductible, the Deductible will be decreased to \$0 and any remaining credit will be available on the next annual policy term. If there is more than one pet on the policy, the Healthy Pet Deductible applies to each pet. Each pet accumulates and uses their Healthy Pet Deductible separately from any other pet.

When the policy renews the year following a paid claim reimbursement, the Healthy Pet Deductible is reduced by the amount of the claim(s) paid in the prior year or down to zero, whichever is greater.

The Healthy Pet Deductible does not apply to Wellness Rewards benefits.

Wellness Rewards for Routine Care

Wellness Rewards is an optional routine care plan to help you budget and pay for the routine care of your pet. Wellness Rewards is not insurance; it's more like a flexible health savings account that you can spend towards wellness expenses such as:

- Routine care - wellness exams, vaccinations, flea, tick, and heartworm medications, and more
- Preventive surgery - spaying/neutering, gastropexy, and more
- Dental services - teeth cleanings, and preventative dental care not covered by the accident/illness policy
- Prescription diet food (except as covered under the Prescription Drug (RX) coverage)
- OFA and PennHIP exams

NOTE: Wellness Rewards is a service provided by Embrace Pet Management and is not underwritten by American Modern Home or American Southern Home Insurance Companies.

Premium Determination

The premium(s) for each pet are based upon the following:

- Coverage: Accident Only or Accident and Illness
- The state and zip code where the pet resides affects premiums. Zip codes are grouped into rating territories to reflect differences in veterinary costs and costs of living by geography.
- Veterinary Inflation Factor: Only applicable in some states. This factor allows us to account for annual increases to the cost of veterinary care.
- Species: Cat or Dog
- Breed: Use the most specific breed listed on Embrace’s website, or select mixed breed or other.
- Gender: Female or Male
- Age: Age at inception. Use the best estimate if the actual date is unknown.
- Pet Tenure: The number of years since the policy’s Original Start Date.
- Annual Maximum
- Reimbursement Percentage
- Annual Deductible

Discounts

Discounts may be “stacked”, meaning that the pet may qualify for more than one discount a maximum discount of 25% is allowed.

- Multi-pet Discount
With 2 or more pets on the policy, the policy will automatically receive a 10% multi-pet discount.
- Military Discount
Any pet parent (or their spouse/partner) who is actively serving or is retired or separated from the Air Force, Army, Marine Corps, National Guard, Navy, Coast Guard, or Department of Defense will receive a 5% discount. Discount eligibility varies by state.

Payment Plan Options and Fees

The initial premium payment is to be made at the time of enrollment. The premium can be paid in monthly installments or annually.

The policyholder will be notified via e-mail if we are having trouble charging the existing payment method. If we are unable to process the premium payment the policy is at risk of being canceled for non-payment.

If the payment method is electronic checking and there are insufficient funds in the account to process the premium payment, we pass on the bank nonsufficient fund fee to the policyholder.

There will be a \$1.00 installment fee charged for each credit card payment.

A \$25.00 enrollment fee will be charged to policyholders where approved when enrolling their first pet. Additional pets enrolled are not charged this fee. This fee is designed to cover the administrative costs of collecting medical records, 24/7 veterinary access, click-to-chat communication, and other administrative expenses. In the event of a flat cancel, the fee will be fully reimbursed. In the event of a partial cancellation, no amount of this fee will be refunded.

ELIGIBILITY AND UNDERWRITING GUIDELINES

Age Eligibility

| Species | Breed | Age | Coverage Eligibility | |
|---------|-------|----------------------|----------------------|----------------------|
| | | | Accident Only | Accident and Illness |
| ALL | ALL | Younger than 6 Weeks | INELIGIBLE | |
| Cats | ALL | 6 Weeks to 14 Years | Eligible* | Eligible |
| | ALL | 15 Years and Older | Eligible | INELIGIBLE |
| Dogs | ALL | 6 Weeks to 14 Years | Eligible* | Eligible |
| | ALL | 15 Years and Older | Eligible | INELIGIBLE |

The age eligibility guidelines described above apply only to new policies. We will continue to renew the Accident Only or Accident and Illness policy after the pet is older than these age limits.

* Eligibility varies by state.

Residence

We allow active military personnel who are serving abroad to remain on a US policy with a US address as long as their claims reimbursements are directly deposited into a US bank account.

All others must have a US address where they and the insured pet reside.

Examination Requirements

The pet must have been examined by a veterinarian in the twelve months prior to the Pet Original Start Date as shown on the Schedule Page, or within fourteen days after the Pet Original Start Date. If a valid examination occurs after the first fourteen days, coverage starts from examination date and conditions discovered in the examination will be pre-existing.

No coverage is available until this criteria has been met.

If a pet goes two years without a claim they are considered a Healthy Pet. If a claim is made within the first two years and there is not a Veterinarian Exam on file, the policy is cancelled and premium is refunded or the policy effective date is updated to the date of the Veterinarian Exam.

Medical History Review

If the policyholder desires a clear picture of how their pet's health could impact his pet insurance coverage, they can request a medical history review.

A medical history review is not a requirement, it is voluntary, and we offer it to help give the policyholder peace of mind.

What Is It?

A medical history review is a complete assessment of the pet's health history from an insurance perspective. As a result of the pet's review, we will tell the policyholder which, if any, of their pet's conditions are pre-existing and for how long the pre-existing designation will last. That way, the policyholder will not be surprised at claim time.

When Should The Policyholder Do It?

He or she can only request a medical history review after they have enrolled their pet. We then recommend that the pet's medical history review be completed as soon as practical during the first 30 days the policy is in force.

Which Pets Need It?

We recommend a review if the pet has had one or more medical conditions or clinical signs before the customer purchased the policy. Older pets with a few issues here and there over the years, or younger pets with past surprises – if you are not sure, ask for a review.

How Does the Policyholder Request It?

After they have enrolled their pet in the plan online or by phone, e-mail Embrace at claims@embracepetinsurance.com with a request for a medical history review. They will email the policyholder instructions on how to proceed from there.

What If the Policyholder Does Not Like the Outcome?

If the pet's medical history review reveals that there are pre-existing conditions that impact it's coverage in such a way that the policyholder does not wish to continue the policy, they can take advantage of the 30-day money-back guarantee. We will refund the premium as long as a claim has not been submitted.

If the medical history review is conducted after the first 30 days of the policy term, we will issue you a refund of unused premium.

Renewal Policies

We continue the previous coverage for the life of the pet. In other words, if you start off with accident and illness coverage, the policyholder may keep that coverage for the life of the pet until the policy is cancelled, lapsed, or the pet dies.

Your policy will automatically renew at the end of your policy term unless you notify us or we non-renew.

Submitting the Risk and Binding Procedures

American Modern has partnered with Embrace Pet Insurance to administer our Pet Health Insurance product. All applications for new policies are to be submitted on Embrace's website.

The website for Embrace Pet Insurance is: www.embracepetinsurance.com. A new policy may also be applied for by calling Embrace Pet Insurance at: 800-511-9172

NOTE: Agency Binding Procedures will be different from the above.

Mid-term Policy Change Procedures

Policies can have multiple pets. If an additional pet is added to the policy, there is no coverage for the additional pet until Embrace is notified. The coverage period for the additional pet runs through to the end of the policy period, which can be less than a year. All waiting periods and vet visit and underwriting requirements apply to the additional pet.

If you wish to change your pet's coverage, the effective date of the change is the day after the change is implemented. You can lower your coverage without any new underwriting; however, if you increase your coverage, your policy is re-underwritten, which means that recent conditions can become pre-existing for the new coverage, and your waiting periods restart. We recommend a medical history review be done at the time of increase so you know which conditions become pre-existing.

A current effective date will be used on any change request involving an additional pet. Current effective dates mean the date after notification is received in Embrace's office.

IMPORTANT NOTE: A current effective date will be used on any other change involving additional coverage or an increase in limits.

DISCLOSURE AND NOTICE OF STATE EXCEPTIONS

This document is only a summary of our program. Please read the policy carefully to fully understand the coverage, terms, conditions, limits and exclusions. This summary does not replace or change any part of the policy. If there is a conflict between this summary and the policy, the policy will control.

This document is an overview of our countrywide program. The premium rates vary by state and not all discounts are available in every state. Please contact the agent or Company if you have any questions.

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