

Transferring a Wellness Plan Between Hospitals (transfer entire plan)

Last Modified on 06/01/2023 8:45 am PDT

Transfers between hospitals

If a client has a pet on a Care Companion Plan and wants to transfer to another WellHaven sister hospital, this is something we can accommodate. If they want to transfer their pet's plan we would cancel the old one from their original hospital and enroll at the new sister location. Their renewal/anniversary date would stay the same, and the services they have used would be removed from the new plan. This also means the price of the new Care Companion Plan might be slightly different from the old hospital since not all WellHaven hospitals have the exact same pricing. Once you confirm the client accepts the information below, please reach out to Emily Chase for assistance in completing the transfer.

Please make sure to review the important information below with the client before reaching out to Emily Chase to initiate a CCP transfer:

We will not collect the enrollment fee, this is waived

Please reach out to the original enrolling hospital to confirm the expiration, plan level and payment history and review with the client as needed

The renewal/expiration date from the original enrollment will stay the same

The monthly price may be slightly different between the two locations

Any services already used will be removed from the new (transferred in) plan

A new CCP agreement will need to be signed and stored at your hospital

You will need their credit card information to store the card on file they wish to use for the automatic monthly payments (please store the card under the client account history menu).

Once the card is stored, please reach out to Emily.chase@wellhaven.com so the transfer can be completed.
