

Plan Services, Pricing, Discounts & Restrictions

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Can clients pick, add or remove services for their pet's plan?

Plans are packaged services as presented and do not have have a-la-cart options. We don't have the ability to adjust pricing for plan packages. However, if a client needs additional services (e.g. adding a T4 or extra CBC) remember the 10% discount on services outside the plan will apply.

What kind of discounts are offered on services/items outside of the plan?

Wellness Plans & Care Companion Plans offer a 10% discount for items not included in the plan, such as prescription medications, veterinary services, and labs. All items except prescription food diets, and specialty surgeries are automatically discounted through Pulse (eVet) once the pet is enrolled.

Where do we find pricing information to show clients before they sign up?

Currently, plan pricing is specific to each hospital and plan. This is set up in Pulse (eVet) by the Wellness Plan Services team about two weeks prior to rolling out plans, with info sheets/marketing materials provided. We do not publish pricing on hospital websites.

If you need an info sheet created for your hospital, please contact wellnessplans@wellhaven.com and request one.

See the [example Info Sheet](#) with plan items, pricing and client benefits.

Why do we charge a one-time enrollment fee and can we waive the fee?

The one-time enrollment fee covers the administrative costs of setting up the plan and managing the monthly payments. Unlike traditional financing, we do not charge fees or interest on monthly payments.

Occasionally, we offer promotions on discounted or waived enrollment fees that your hospital is notified about.

Check with your Practice Manager or Principal Doctor if there is specific situation where they may want to discount or waive the fee. We should be collecting the enrollment fee for the majority of new enrollments.

Do we offer multiple pet discounts on plans?

Pulse (eVet) does not provide a method for a multiple pet discount on monthly payments. If you want to discount a portion of the enrollment fee for multiple pets within the same family, create a \$20 discount coupon in Pulse and apply this to the enrollment fee.

Are there pet age limits for puppy and kitten plans?

Puppy and kitten plans are intended for pets under 9 months of age.

What if the client that wants to enroll is a minor (under 18)?

We do not allow clients who are minors to enroll on the plans. By law, a minor cannot legally enter in any contract

and a contract signed by a minor is not legally binding.
