

Plan Enrollment & Payment Plan Set-up

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Plan Enrollment

Why do we have a plan agreement and does the client have to sign it?

A Wellness Plan/Care Companion Plan is a 12-month contractual agreement. It allows clients to utilize the products and services in the plan as needed and then pay for the items over the course of 12 months. Because the services used can exceed what the client has paid, we ask clients to sign a contract agreeing to pay out the 12 payments on the plan. The agreement in Pulse (eVet) has been created by our legal team and should not be altered in any way. It is important for the client to understand/agree the terms of the contract and sign the agreement.

Can clients retroactively enroll their pet in a plan?

A retroactive enrollment policy was created to allow clients additional time to consider whether they wish to enroll their pet on a plan. We allow a client 7 business days to decide and retroactively enroll. See the [Retroactive Enrollment Instructions](#) for more information or contact wellnessplans@wellhaven.com.

Do we charge an enrollment fee for a pet that was previously on a plan?

If there is more than a 12-month lapse since the plan expired/canceled we would collect the enrollment fee again.

What if a client enrolls their pet and decides they don't want the plan right after signing up?

A client has 7 business days to decide if they don't want the plan after the enrollment date. If they contact us within 7 business days stating they wish to cancel the plan we can delete the plan and apply the enrollment fee towards their cancellation costs.

Payment Plan Set-Up

Do we offer bill pay or ACH payment for plan monthly payments?

We do not offer bill pay or ACH payment services. A wellness plan can only be set up through Pulse (eVet) with a credit or debit card for the automatic monthly payments.

All credit card information stored in Pulse is encrypted and CI compliant. If the client does not have a debit or credit card they would need to pay for the full annual amount of the plan at the time of enrollment.

Can a client use Care Credit or Scratch Pay for plans?

We cannot accept Care Credit or Scratch Pay for wellness plan monthly payments. Pulse (eVet) does not allow us to use these methods for automatic monthly withdrawals and the payments will fail.

Using Care Credit or Scratch Pay to pay in full for annual plan would mean the client incurs additional finance charges through those financing companies. Setting up monthly wellness plan payments does not add finance charges or monthly fees, so it is less expensive for our clients to use a debit or credit card for the monthly

payments.

What does the payment plan schedule look like?

The standard payment plan is once a month over a 12-month period. Pulse (eVet) has the capability to set up additional payments during this time frame, but we would only alter payments if/when a client exhibits financial hardships over the price of the plan. Exceptions are on a case-by-case basis; an example for extenuating circumstances would be a client who is on limited income due to social security or unemployment.
