

# Wellness Plans Resources – Table of Contents

Last Modified on 11/21/2024 9:21 am PST

## Wellness Plans Resources Table of Contents

The following are links to resources found in the WellHaven Knowledge Base

### FOR CLIENTS & HOSPITAL TEAMS

- [Client FAQ Sheet](#) – Wellness Plans/Care Companion Plans
- [Wellness Plans/Care Companion Plans Info Sheets](#) (examples)
  - Hospital leaders request these info sheets with their specific pricing from the Wellness Plan team.

### FOR HOSPITAL TEAMS

- [Hospital Team FAQs](#)
  - Video Demo: [How to Enroll a Wellness Plan](#)
    - Use this process to ensure payment schedules are correctly set up.
  - Instructions: [Retroactive Active Enrollment for Wellness Plans](#)
    - Clients can retroactively sign-up within 7 days of their pet's initial visit.
  - [Wellness Plans Administration SOP](#)
    - Use this SOP for recommended daily, weekly, and monthly plan administration & best practices.
  - How To: [Updating Stored Credit Cards for Wellness Plans](#)
    - Use this process to ensure a new card correctly attaches to the payment plan.
  - [Wellness Plans Past Due/Collections Policy & Process](#)
    - When you receive an email from Pulse regarding a client's wellness plan payment failing, take the necessary steps to notify clients and resolve any past due balances.
-