healthypaws℠
a Chubb Company

Have questions about Healthy Paws?

When I enroll in the Healthy Paws pet insurance plan, when does my pet's coverage go into effect?

Your pet insurance policy goes into effect at 12:01am local time the day after you enroll, subject to any waiting periods, which may vary based on state. Applicable waiting periods are indicated during the web enrollment experience.

What kinds of pets does Healthy Paws insure?

Healthy Paws offers pet insurance for dogs and cats residing within the 50 United States and Washington, DC. New coverage is available for dogs and cats that are at least 8 weeks old, and younger than 14 years old (younger than 5 years old in the state of New York).

Does Healthy Paws offer a wellness plan?

Wellness and preventative care are not covered by your Healthy Paws policy.

How are my premiums paid to Healthy Paws?

Healthy Paws premiums may be paid via debit/credit card or withdrawn from your checking or savings account. Your monthly premium will be charged automatically on the same date of the month that you originally enrolled. For example, if you enrolled on the 15th of June, all payments moving forward will be collected from the payment method on file on the 15th of each month. *For pet parents that enroll during the 28th to 31st of the month, the billing date is set as the 28th because of February.*

Does Healthy Paws offer virtual veterinarian care?

Healthy Paws offers Airvet, the nation's leading veterinary telehealth app, to policyholders at no additional cost. Airvet provides access to 24/7 virtual care, 2,000+ experts, customized care plans and prescriptions.*

airvet

*Prescriptions available in select states

I have pet insurance through another company. Will Healthy Paws continue covering my pet's current medical conditions?

If your pet is less than 6 years old - and you enroll through your employer benefits referral link - the date your pet enrolled with the other company will be used for determining pre-existing conditions. As long as there is no gap in your pet's coverage between your current pet insurance provider and the start of your Healthy Paws policy, a Seamless Care** coverage extension will apply. The waiting period is not applied if you have continuous care and meet the age requirement. A new exam is not needed as long as an exam has taken place 12 months before the pet policy effective date. After enrolling with Health Paws, please email a copy of your most recent Declarations Page from the other pet insurance company to records@healthypawspetinsurance.com or upload a digital copy through your online Customer Center account.

**Seamless Care coverage not currently available for residents of NY.

Will my policy with Healthy Paws cancel if I retire or leave my current employment?

No. Your Healthy Paws policy is managed outside of your Employee Benefits website, so your Healthy Paws policy will not terminate because your employment has ended. You can keep your pets' coverage active even if you retire or change jobs as long as you continue to make premium payments when due.

Can I add pets to my Healthy Paws policy?

Yes — login to your online Customer Center account or the Healthy Paws mobile app to add a new pet.

For account management and claims questions

Call 855-898-8991 to speak with the Healthy Paws Customer Care Team or email help@healthypaws.com.

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Healthy Paws, a Chubb Company, is the marketing name used to refer to the pet insurance products underwritten and provided by ACE American Insurance Company, Westchester Fire Insurance Company, Indemnity Insurance Company of North America, ACE Property and Casualty Insurance Company and Atlantic Employers Insurance Company and one or more of their U.S. based Chubb underwriting company affiliates. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. These pet insurance products are offered through Chubb Insurance Solutions Agency Inc. (CISA) (California license no. 0D12120). Surplus lines insurance sold only through licensed surplus lines producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.