

# Total Care Plans

## Frequently Asked Questions



### Is this insurance?

The TCP is not an insurance plan. It is a Wellness program designed to provide your pet with the appropriate preventative medical care to maintain a healthy lifestyle.



### What is the Montrose Pet Hospital appointment and scheduling policy?

- a. As a Total Care Plan member all scheduled appointments are covered by the plan.
- b. Please schedule an appointment to sign up for new or additional memberships and for when it is time to renew your membership.
- c. All appointments are scheduled on a first come first served basis. To be fair to all our clients, including Total Care Plan members, we do not offer preferential consideration when scheduling an appointment. When you request an appointment we can only offer the next available appointment and any open appointments after that.
- d. You can always request to receive notification of an appointment opening due to a cancellation.
- e. Call ahead. You can usually get an appointment in one or two days.
- f. Appointments are usually scheduled for 30 minutes. When you request an appointment please let us know the reason for the appointment so we can allot the proper amount of time necessary for your visit.
- g. TCP members are not charged for canceled scheduled visits since there is no charge under the plan. Please be considerate and call as far in advance of your appointment as possible. It may open an opportunity for another patient.
- h. Please arrive 10 to 15 minutes before your appointment to allow time to check in.
- i. If possible, please let us know you will be late for your appointment. We currently have a fairly rigid 5 minute policy. In most cases arriving late will not allow us enough time to properly perform the examination for the visit and we will need to reschedule the appointment.
- j. TCP members that are consistently late or cancel their appointments may be subject to a missed appointment fee of \$25, or plan termination.

----- **If your pet needs urgent or emergency care:** -----

- k. We can accommodate some urgent or emergency situations. If you call please give us as much information as possible so we can assess your situation. Walk-In patients are evaluated on how serious the condition of the patient is and the availability of our medical staff. We are unable to offer TCP members preferential scheduling, the patient is the priority. Depending on how urgent and how serious the situation is we may need to refer you to another facility.
- l. Walk-In and Emergency visits are not free, but members will be given the appropriate TCP tier discount.
- m. Urgent or emergency services provided through a referral are not covered by a Total Care Plan. You will be financially responsible for any charges for services performed by the provider you choose.



### What vaccines are covered?

- a. Core vaccines are covered under the TCP.
- b. Canine distemper, bordetella and Rabies vaccine.
- c. Feline distemper, leukemia, and Rabies vaccine.



### Is the Rattlesnake vaccine covered?

No, the rattlesnake vaccine is not considered a core vaccination, but will be discounted.



### How many vaccines are covered?

One set of core vaccines or vaccine series per patient are covered. Covered vaccines are administered only once within your current plan year.



### How much will it cost me to spay or neuter my animal on the plan?

The plan will cover the cost of the surgery, with the exception of pain medication sent home, elizabethan collars and an additional test to check for blood clotting factors in dogs only. While uncommon situations can arise during routine procedures that necessitate more extensive surgeries, in these cases the owners will be financially responsible for additional services rendered (i.e. cryptorchid, pyometras, abortions).

 **What if my pet doesn't need a service?**  
No credits for unused vaccines or services will be honored. We will only administer vaccines and services according to their proper schedule.

 **My pet is sick, can I sign him/her up on a plan?**  
Yes, however the TCP is designed as a preventative medicine-screening tool and not a plan intended to diagnose sick pets. Diagnostic lab work will be discounted according to your plan tier, a complete 100% discount will not be honored.

 **Is the membership fee a yearly charge?**  
a. No, a one-time membership fee will be charged for first time Total Care members.  
b. If you choose to discontinue or not renew your TC membership after one year or earlier, and decide to reinstate the plan at a later date, you will be responsible for a new Total Care Membership Fee.

 **I purchased the plan, how long will I be a member?**  
Your obligation to the TCP is a yearly commitment.

 **What happens after my yearly membership has expired.**  
Your pet's Total Care Plan will expire after one year unless you provide a signed renewal contract. You will be notified 30 days prior to the anniversary date to provide a signed renewal contract and to make any changes to your financial arrangements. This is a good time to upgrade your choice of a Total Care Plan. We do offer a 30 day grace period after your plan has expired for you to re-enroll without incurring the membership fee. Any services performed by MPH or purchases made at MPH during the time your plan has expired and the time you re-enroll within the grace period will be billed at the current standard rate.

 **What happens if my pet passes away while on the plan?**  
If your pet passes away while on the TCP you shall receive a refund less any fees and costs for pet care services already rendered.

 **Are there any additional benefits to being on a plan?**  
Yes, having a current membership will provide you with additional discounts on all hospital/professional services not listed on the membership brochure.

 **What doesn't get discounted with a TCP?**  
Prescriptions (medications and diets), flea and heartworm preventative and retail items are not discounted under the TCP.

 **I have multiple pets, do I get a discount if I sign more than one pet up at a time?**  
Yes, once you have one pet on a TCP, you can sign up additional pets at anytime and receive a 50% discount on the Total Care Membership fee.

 **What happens if I decide to cancel the TCP before my year is over?**  
Section 4 in the MPH TCP contract states that a subscriber may terminate the agreement by providing MPH with thirty (30) days written notice. If a subscriber terminates the agreement before any pet care services have been rendered by MPH, the subscriber shall receive a refund of fees paid for the current year, less any sign-up fee. If a subscriber terminates the agreement after MPH has rendered any pet care services, the subscriber shall receive a refund less any fees and costs for pet care services already rendered.

**Please feel free to contact us for help with  
any questions about our Total Care Plans.**

**818-249-CARE**

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