

A Guide to Understanding Pre-Existing Conditions

Our goal is to simplify pet insurance with solutions that truly matter to you and your pet. Here are answers to some common questions about pre-existing conditions.



Can I receive coverage if my pet has pre-existing conditions?

Yes! **PetPartners** offers coverage for pre-existing conditions on Accident and Illness plans after a 12-month waiting period.

We cover commonly excluded conditions such as cancer, urinary tract infections, chronic ear infections, gastrointestinal issues, and more.

Are all breeds covered under the same definition?

Yes! Our coverage rules and definitions are the same for cats and dogs of all breeds.

What is OnePack Plan's definition of pre-existing conditions?

"Pre-Existing Condition" means any injury or illness that started or showed symptoms before your pet insurance coverage began or during the Benefit Waiting Period.*

Who do I contact if I have more questions about pre-existing conditions?

You can reach our Customer Care team at **(800) 956-2495** or **MyPolicy@PetPartners.com**.

We're always happy to answer your questions.

