OnePack Plan™

Employee Portal How to Guide

How do I register my pets?

To complete your pet registration, visit the **PetPartners Pet Portal** at **portal.independenceamerican.com** and complete the steps below:

1. Enter the **email address** associated with your pet insurance enrollment.

2. You will receive a **temporary password** via email and must create a new password.

3. Upon first log-in, you will be prompted to complete your pet registration and customize your policy by entering your pet details by clicking **Complete Your Pet Registration Now!**

Here are some useful links:

FILE A CLAIM

COMPLETE YOUR PET REGISTRATION NOW!

How do I enroll?

You can enroll within your **company's benefits platform**, just like your other available benefits.

How do I file a claim?

1. From the Home Screen, click **File a Claim**.

2. **Enter** in the requested information.

3. Upload your **itemized invoice**.

4. Choose how you would like to be **reimbursed**.

Here are some useful links:
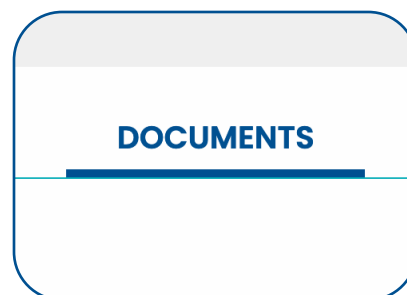
FILE A CLAIM

How do I add a pet?

Visit your **company's benefits platform** and follow your company's Qualified Life Event guidelines.

How do I cancel coverage?

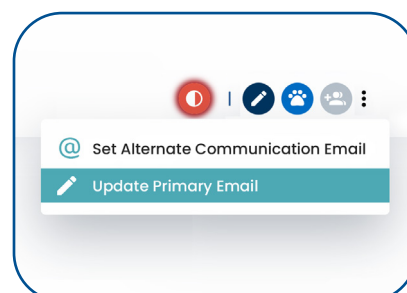Visit your **company's benefits platform** to cancel coverage.

Where can I view my coverage and access my policy documents?

1. Select **Enrollments** on the left-side menu. Here, you will be able to see your plan details.

2. To view your coverage documents, select the **Documents tab**. Here, you can find your Declarations Page, Certificate of Coverage, and additional Coverage Riders.
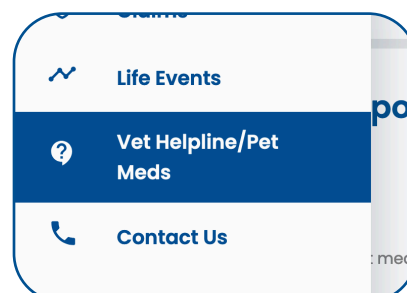
DOCUMENTS

How do I update my email?

1. Select **Enrollments** on the left-side menu.

2. To update both the email you use for your login credentials and the email address to which you receive communications regarding your coverage, select **Update Your Primary Email Address**. Enter the desired email address and click **Submit**.

3. If you would only like to update the email address to which you receive communications regarding your coverage, select **Set Alternate Communication Email**. Enter the desired email address and click **Submit**.

@ Set Alternate Communication Email

✎ Update Primary Email

How do I access the Vet Helpline?

1. On the left-side menu, select **Vet Helpline/Pet Meds**.

2. Select if you would like to connect with a veterinary professional by **phone or online chat**.

Life Events

Vet Helpline/Pet Meds

Contact Us

If you experience any issues during the pet registration process, please contact **PetPartners Customer Service** at **800-956-2495** or **mypolicy@petpartners.com**.