

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?

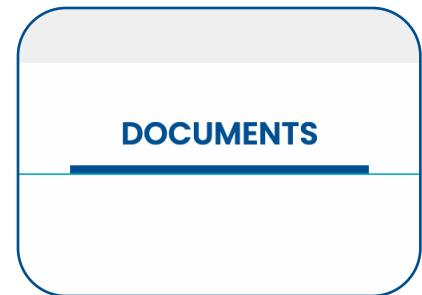
Visit your **company's benefits platform** and follow your company's Qualified Life Event guidelines.

How do I cancel coverage?

Visit your [company's benefits platform](#) to cancel coverage.

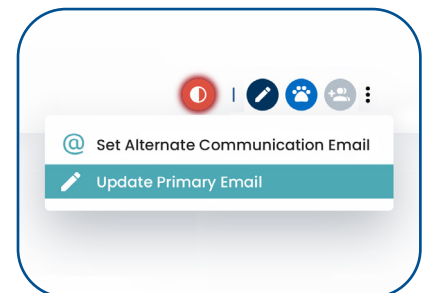
Where can I view my coverage and access my policy documents?

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.



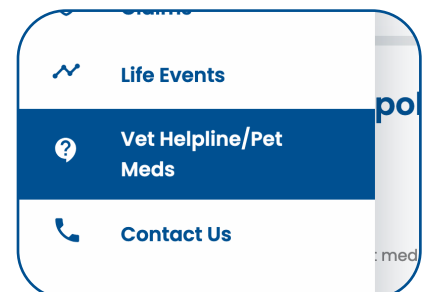
How do I update my email?

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**.



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**.



If you experience any issues during the pet registration process, please contact **PetPartners Customer Service** at **844-738-4242** or mypolicy@petpartners.com.