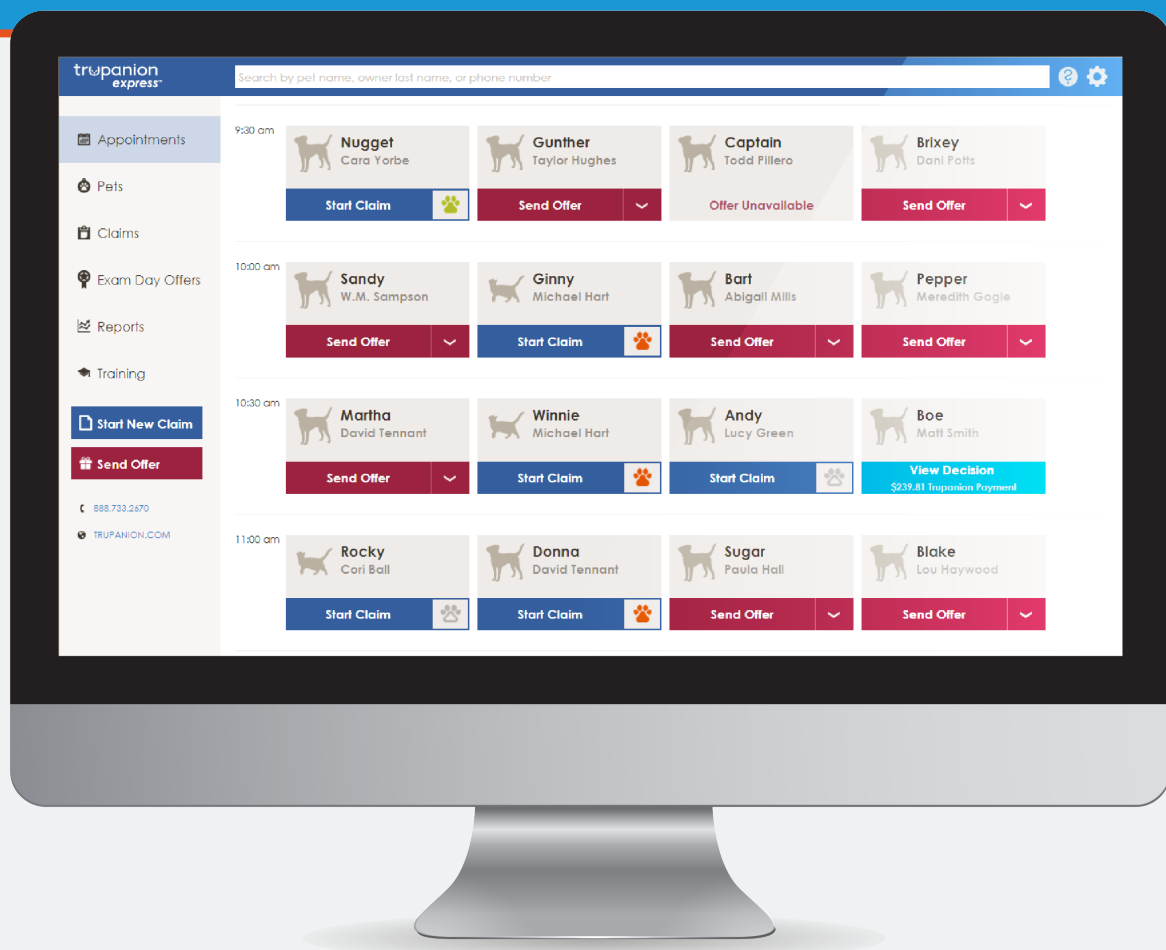


# trupanion™

Medical insurance for the life of your pet.

## Software created by veterinarians with you in mind.



**Trupanion's free, patented software is designed to support your best care.**

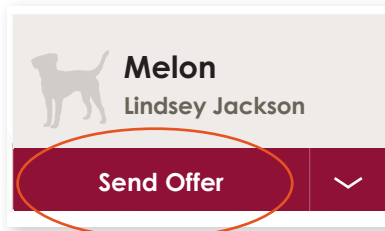
Integrating seamlessly with your hospital's practice management system, this game-changing tool saves time, reduces paperwork, and helps remove financial barriers for pet owners.

# Help Grow Your Insured Client Base

Digital Exam Day Offers help start the conversation about medical insurance for pets and can provide coverage before they even leave your hospital.

**Notify us about eligible pets with just a few clicks.**

We'll send pet owners an email or text with an offer for immediate medical coverage—all waiting periods are waived.



trupanion express

Search by pet name, owner last name, or phone number

Appointments

Pets

Claims

Exam Day Offers

Reports

Training

Start New Claim

Send Offer

888.733.2670

Start New Claim

Send Offer

888.733.2670

TRUPANION.COM

### Exam Day Offer

**Melon**  
Lindsey Jackson

Phone: (206) 879-8888

Email: L.Jackson@test.com

Address: 87546 Trupanion Way

Address 2:

City: Seattle State: WA

Postal code: 98107

Gender: F

Spayed or Neutered: No

Breed: French Bulldog

Age: 8 weeks to 12 mon...

Hide Pet Details

### Offer Details

Attending Doctor: Christine Johnson

### Agreement

Lindsey Jackson agree(s) to share their information, including email address with Trupanion.

I am authorized on behalf of Trupanion Veterinary Hospital to confirm that a comprehensive exam was given today, Dec 19th, 2019, to Melon by attending Doctor Christine Johnson.

Submitter's Name: C Smith

Send Offer

Cancel Offer

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Learn more at [TRUPANION.COM/Software](https://trupanion.com/software).

# Make Your Workflow Actually Flow

Operating within your existing workflow, everything you need is just a few clicks away.

Open at the start of your day to streamline your workflow.

- 1 View appointments for the day
- 2 See which patients have coverage
- 3 View claims status and decision
- 4 Start claims
- 5 Send offers

The screenshot displays the Trupanion Express web interface. On the left is a sidebar with navigation options: Appointments, Pets, Claims, Exam Day Offers, Reports, and Training. Below these are buttons for 'Start New Claim' and 'Send Offer', followed by contact information: 888.733.2670 and TRUPANION.COM. The main content area shows a grid of pet claims. Each claim card includes the pet's name and owner, a status bar (e.g., 'Claim Processed', 'View Decision'), and a button to 'Send Offer' or 'Start Claim'. The claims are organized by time slots: 11:00 am, 11:30 am, 12:00 pm, and 12:30 pm.

Time Slot	Pet Name	Owner	Status	Action
11:00 am	Rocky	Cori Ball	Claim Processed Pay to Client: Paid	View Decision
	Donna	David Tennant	Ineligible	View Decision
11:30 am	Mickey	David Tennant	\$74.05 Trupanion Payment	View Decision
	Baxter	Anthony Benson	Approved, Deductible Applied	View Decision
12:00 pm	Teddy	Daniel McMann	Send Offer	Start Claim
	Tucker	McKenzie Shuler	Start Claim	Start Claim
12:30 pm	Lemon	Donald Bing	\$254.70 Trupanion Payment	View Decision
	Henry	Jared Thornton	Start Claim	Start Claim



# Coverage is Clear

Your team can quickly view medical history summaries and potentially ineligible conditions.

The screenshot displays the Trupanion Express web application. On the left is a navigation sidebar with links for Appointments, Pets, Claims, Exam Day Offers, Reports, Training, Start New Claim, and Send Offer. The main area is titled 'My Trupanion Pets' and lists several pets: Baxter, Boe, Cassie, Daisy, Donna, Ginny, Gunner, Lemon, Rose, and Sally. Each entry includes the pet's name, owner's name, and a PawPrint icon indicating coverage status. A detailed view for 'Boe' is shown on the right, featuring a circular callout around the pet's name and PawPrint. This view includes contact information, medical history, and policy details.

**My Trupanion Pets**

Show ☐ Include Inactive Policies Sort by Pet Name

Pet Name	Owner	PawPrint Status	Action
Baxter	Anthony Benson	Green	Start Claim
Boe	Matt Smith	Green	Start Claim
Cassie	Cori Ball	Orange	
Daisy	Ashley Tinsdale	Orange	
Donna	David Tennant	Orange	
Ginny	Michael Hart	Orange	
Gunner	Ryan Walsh	Orange	
Lemon	Donald Bing	Green	
Rose	David Tennant	Orange	
Sally	Dougie Howser	Orange	

**Boe**  
Matt Smith  
View PawPrint

Phone: (555) 555-5555  
Email: matt.smith@test.com  
Address: 6559 Trupanion street W, Saginaw, TX 76179

Gender: F  
Spayed: No  
Breed: Basset Hound

**Linked VIA Pet**  
Patient ID: 10150 Linked by: Trupanion Veterinary Hospital

**Policy Details**

Policy #	Accident Coverage Begins
TU0001864222	01/08/2015

Status: Member  
Illness Coverage Begins: 01/08/2015

**A GREEN** PawPrint means all conditions will be eligible for coverage.

**AN ORANGE** PawPrint shows your team any conditions we will review upon claim submission.

Learn more at [TRUPANION.COM/Software](https://trupanion.com/software).

# Claims are Easy and Paper-Free

No more printing and faxing claim forms. File claims electronically with just a few clicks.

The entire Trupanion claim experience is electronic—from submission to decision.

- 1 Enter the reason for treatment
- 2 Enter your name
- 3 Click “Submit Claim”

We pay first—clients only pay their portion of the invoice at checkout and never wait for a reimbursement. In 2019, more than 85% of claims paid directly to the hospital through our software were processed in less than five minutes.

trupanion  
express

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TRUPANION.COM

### Start a Claim

 **Lemon**  
Donald Bing  
[View PawPrint](#)

[Edit Contact Info](#)

[Show Pet Details](#)

#### What kind of claim is this?

☒ Finalized Invoice ☐ Pre-approval

#### Treatment Information

Due to accident?

☐ Yes ☒ No/Not Sure

Filed a claim for this condition before?

☐ Yes ☒ No

Reason for treatment  Date of first sign

[Enter additional notes/comments...](#)

#### Verify Invoice

Invoice for Claim  Attending Doctor

Line Items for invoice 11263

Date	Pet	Description	Qty	Price
12/19/2019	Lemon	Physical Exam / consultation	1	\$45.00
12/19/2019	Lemon	Ultrasound - Cystocentesis	1	\$15.00
12/19/2019	Lemon	Urinalysis with sediment stain	1	\$34.00
12/19/2019	Lemon	Digital Radiography - Abdominal	1	\$110.00
12/19/2019	Lemon	Radiologist Consult	1	\$100.00

[Show More Line Items](#)

#### Payment and Authorization

☒ Pay to Hospital ☐ Pay to Client

Submitter's Name

We love our pets and our customers! - Yet, for your protection, insurance laws require the following to appear on this form:  
Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in prison.

Submit Claim

Cancel Claim





# See what other hospitals are saying:

"It helps make our jobs easier and helps pets get better faster."

**LEANNE JANZEN, VETERINARY OFFICE ASSISTANT**

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"I had no idea it would be this easy! And using the software really requires no training."

**SHANNA PETERSON, OFFICE MANAGER**

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"[Trupanion's software] has allowed us to save countless lives while providing the best medicine possible. It removes a lot of the conversation about money, and allows us the hospital team, and the pet parents, to focus on the important issue: the pet who needs care. Thanks to [the software], our patients are getting the care they deserve and need, while our clients can put their energy into the well-being of their pets versus worrying about finances."

**CHRISTINA SUTU-WALLAR, OPERATIONS MANAGER**

Get started by visiting **TRUPANION.COM/Software**  
or calling your local Territory Partner today.

**NO TRANSACTION FEES. NO ADMINISTRATIVE COSTS.**

**trupanion™**

**Medical insurance for the life of your pet.**

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