

HMO AGREEMENT

County Line Veterinary Hospital
989 Route 73 South
Marlton, New Jersey, 08053
856-988-0022

Heritage Veterinary Hospital
4000 Route 130 North
Delran, New Jersey, 08075
856-461-0800

Pet Owners Name
Address City State Zip
Pet's Name Canine or Feline Breed
Age Date of Birth Male or Female

PRE-EXISTING CONDITIONS

Puppy/Kitten HMO Plan \$ 294 (2-to12 month old)
Adult HMO Plan \$ 239 (1-6 years old)
Senior HMO Plan \$294 (7 years and older)

This HMO agreement applies only to the above-mentioned pet. It is not transferable to another animal. It may however, be transferred to a new owner of the same pet.
Initial

To be eligible for the HMO, all non renewing patients need to be in good health, undergo a physical examination, and health screen (blood test, fecal examination and electrocardiogram). Pets six or more years old also must have a urinalysis and x-rays of the chest and abdomen. HMO patients in good standing need to renew the HMO timely (there is a 30 day grace period) or they will be considered as a new applicant. THERE WILL BE NO EXCEPTIONS. We will do our best to send renewal reminders, but it is solely the responsibility of the owner to renew the HMO.
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Payment is due in full at the time of signing of the contract. HMO discounts will then apply for 365 days. Once the HMO is in force, there will be no (full or prorated) refunds under any circumstances (except for a three day right of rescission as provided by law, in which case all discounted fees will re-processed at the regular rate and billed accordingly).
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The HMO covers an annual wellness package consisting of a semi annual examination, vaccinations, and testing (heartworm, fecal, wellness blood and urine testing, (and if desired, screening EKG, blood pressure test, glaucoma screening and survey radiographs). The puppy/ kitten series of vaccinations and spaying/ neutering are also included. Only one wellness package (either the pediatric series or the annual wellness) will apply during a contract year. Heartworm and Flea and Tick Products will be limited to a one year supply during the contract term. Any additional quantities purchased will be at regular price.
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- All sick/ injury visits are covered except for some important exclusions:
1. Congenital/ hereditary conditions – these include, but are not limited to hip dysplasia, medial luxating patellas, hernias, retained deciduous (baby) teeth, entropion, skin folds, hepatic shunts, congenital heart disease, cherry eye, etc. Complications from these diseases (such as a corneal ulcer secondary to entropion) will also be excluded. These (and other) conditions may not be noted at the time of HMO sign up, but they will not be covered.

2. Pre-existing conditions – these are problems determined at the time of the examination, testing and from the patient history. They include congenital/ hereditary problems, as well as acquired illnesses and injuries. Examples include kidney disease, heart murmurs or arrhythmias, lameness, back pain, dental disease beyond simple tartar accumulation, ear infection (especially chronic or recurring), diabetes, bladder stones or bladder infection, growths and cysts, cancer, anemia, intestinal parasites, etc. This is by no means a complete list of possible findings.
  
3. Problems arising from owner choosing to not spay/ neuter a pet, not vaccinating for specific diseases, not using acceptable heartworm prevention, not pursuing timely dental care. Some examples include c-section (whether planned or not), pyometra, perineal adenomas, prostate disease, mammary gland tumors (unless the pet was spayed by two years old); lyme disease, kennel cough, canine influenza (K9 Flu), leptospirosis, feline leukemia, FIV in non vaccinated pets; heartworm disease, feline asthma, feline allergic bronchitis in pets not using preventative, dental procedures beyond scaling until the mouth has been properly cared for.
  
4. Any problem omitted from the patient history by the owner that would have been classified as a pre-existing condition. This essentially encompasses any illness or injury that last occurred within the immediate six months before signing up for the HMO.
  
5. Boarding, grooming services, cremation, food purchases, toys and products not directly intended for use by or on the pet are not eligible for discounts.

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Once a condition has been treated/ corrected and there are no recurrences for six months, the condition will no longer be considered pre-existing. Dental extractions are considered pre-existing for the first six month's of any new policy. They will continue to be pre-existing if a recommendation for dental scaling was given and not pursued (until the oral cavity can be properly assessed).

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The HMO Agreement applies to all work that is performed at County Line Veterinary Hospital and Heritage Veterinary Hospital. Veterinarian services are discounted by 50%, while tests and products, technician time, and ancillary technical procedures (such as anesthesia monitoring) are discounted by 20%. **Cases needing specialists, ultrasounds, or other facilities (emergency clinics, etc.) will not receive discounts.** There is no promise that we will be able to provide after hours emergency care, as the patient's best interest must be the first priority. We may refer you to a facility with overnight staffing to achieve the best results after speaking with you.

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I HAVE READ AND ACCEPT THE TERMS OF THIS AGREEMENT AS STATED ABOVE. To the best of my knowledge, the above information is true and correct. If for any reason this information is found to be false, or if the terms of the contract are not met, the contract will become null and void.

Initial\_\_\_\_\_

Client Signature\_\_\_\_\_ Date\_\_\_\_\_

Staff Member\_\_\_\_\_ Expiration Date\_\_\_\_\_