



# Pre-approvals with **goGAPONLY™**

Let a claim pre-approval assist in guiding your treatment options for your patients.

## **Non-Urgent (email)**

You can email the claim pre-approval request to [rtpreauth@gaponly.com.au](mailto:rtpreauth@gaponly.com.au) and both you and your customer will receive confirmation of the estimated gap amount within **3 hours**.

### *Template:*

- Policy number:
- Patient name:
- Client name:
- Client address or phone number:
- Diagnosis (or leading differential diagnosis):
- Prescribed treatment:
- Proposed treatment date:
- Itemised invoice estimate (if available):
- Veterinary history (if available) or referring hospital:



You can also use this method to check whether a treatment or procedure you'd like to refer on for is covered by the client's policy. If you are referring the patient without the estimate invoice, you can simply request a 'Yes/No' confirmation of coverage for the diagnosed condition.

## **Urgent (phone)**

If you need a faster response, call **1300 838 457 (option 1)** and the team will try and process your request within **30 minutes** (subject to PetSure having the necessary patient information on file). You will need to provide the policy number, pet name, client name and client address or phone number.

*We ask that you reserve this method for emergency cases where 3 hours is too long a wait.*

For support, reach out to your GapOnly™ Relationship Manager or email [hello@gaponly.com.au](mailto:hello@gaponly.com.au)