VitusVet FAQ

One more way Nationwide® is **making pet insurance easier** for you.

What is VitusVet?

VitusVet is a third-party mobile app that you can use to submit Nationwide® pet insurance claims via your smartphone. We've partnered with the company that created the app to bring this convenient service to you.

How do I get the VitusVet app?

The app is available in the App Store and on Google Play.

How do I submit a claim using the VitusVet app?

Once you've downloaded the app and input your pets' information, simply choose your pet's name under "My Pets" and select the "Submit a Claim" icon. Finally, confirm your information and receipts before submitting.

How do I know if my claim submission went through?

You'll see a "thank you" confirmation page after successfully submitting a claim. Additionally, you'll receive an email within 48 hours, once we've started processing your claim.

The VitusVet app isn't working. Whom should I contact?

For any app-related technical issues, please contact VitusVet at 1-844-VITUSVET. If you're having trouble submitting a claim through the app, you can always send it via email, fax or snail mail; look for our contact info at petinsurance.com/submit-claim.

Do I have to submit my pet's medical records?

The medical records feature is purely for your convenience. We don't require records for you to use the app and, in fact, aren't even able to access records you store on the app. If we need records, we'll ask you for them directly.

Does the VitusVet app cost anything?

No. It's completely free of charge.

Nationwide®
is on your side