

Attention All Employees with Pet Insurance from Pet Partners:

We hope this message finds you and your pet(s) well! We're writing to let you know about an upcoming change to your pet insurance benefits. Henrico County is transitioning to **Rainwalk** as the new pet insurance provider. As a result, **your PetPartners coverage will no longer be available via payroll deduction after December 31, 2025.**

Please review the following options to determine the best fit for your pet(s):

Option 1: Enroll in the new [Rainwalk Pet Insurance](#) coverage during your benefits Open Enrollment: October 4 – 31, 2025. Coverage begins January 1, 2026, and premiums will be payroll-deducted.

Important! Rainwalk policies are not available for Dogs aged 8 years or older or Cats aged 10 years or older. If your pet falls into one of these categories, we strongly recommend continuing your PetPartners coverage through direct bill.

Option 2: Continue your PetPartners policy by enrolling in an individual plan on direct bill.

- Call **800-956-2495** or visit <https://www.petpartners.com/enroll>
- Set your new policy's effective date to **December 31, 2025**
- This will help maintain continuity and credit for the time your pet was covered under the employer-sponsored plan

About Rainwalk

- Coverage for accidents and illnesses (e.g., cancer, dental trauma, poisoning)
- Routine vaccination reimbursement (up to \$100)
- Customizable plans with flexible deductibles, reimbursement rates, and annual limits
- 24/7 access to online vet visits via the Pet Advice Line
- Coverage for curable conditions after 180 symptom-free days
- Pre-existing conditions are not covered unless you are replacing your current group pet insurance, and the condition was covered by that prior carrier.

For personalized assistance, contact Pierce Insurance. Call [800-421-3142](tel:800-421-3142), email serviceVA@pierceins.com, or chat with us at pierceins.com/henrico.

Please review your options and act during Open Enrollment to ensure your pet's coverage continues without interruption.

Warm regards,

Your Pierce Insurance Benefits Team

Enclosed: [Pet Insurance Vendor Change additional information](#)