

Pet Insurance Vendor Change

Q: Has there been a change in the pet insurance vendor?

A: Yes, Henrico has transitioned to Rainwalk as the new pet insurance provider. PetPartners will no longer be offered through Henrico and will no longer be payroll-deducted.

Q: What is the group cancellation date for PetPartners coverage?

A: The group PetPartners policy will be canceled effective December 31, 2025.

Q: What if I want to keep my PetPartners policy?

A: You can continue coverage by enrolling in an individual pet insurance plan directly with PetPartners.

To do so:

- Call PetPartners at 800-956-2495, or
- Visit www.petpartners.com/enroll

Be sure to set the effective date to match the group cancellation date (12/31/2025) to ensure:

- Continuity of coverage
- Credit for time your pet was covered under the group plan

Q: What's changing with the new Rainwalk coverage?

Rainwalk offers:

- Accident & illness coverage for conditions like cancer, dental trauma, poisoning, and more
- Routine vaccination coverage with up to \$100 back on select vaccines
- Customizable plans with flexible deductibles, reimbursement rates, and annual limits
- Online vet visits via the Pet Advice Line, available 24/7
- Curable Conditions Clause for previously treated conditions after 180 symptom-free days
- No penalty for filing claims, with fast reimbursement options

Q: Are there any age restrictions?

Yes. Dogs 8 years or older and cats 10 years or older are not eligible for new Rainwalk policies.

If your pet falls into this category, it is strongly recommended to keep your existing PetPartners coverage on direct bill to maintain protection.

Q: Will I receive more information?

A: Yes, letters have been or will be sent to impacted employees with detailed instructions and next steps.

Q: Where can I get help or ask questions?

- For Rainwalk: Visit Rainwalk's FAQ, call 844-520-0041, or email help@rainwalk.io
- For PetPartners: Call 800-956-2495 or visit www.petpartners.com/enroll

[Rainwalk Q&As](#)



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