



# Nationwide<sup>®</sup> Pet Rx Express<sup>SM</sup> FAQs

Nationwide and Walmart have joined forces to help families with pets save time and money when filling their pet prescription medications at any of Walmart's 4,700 pharmacies across the country.

Read the entire announcement [here](#).

## Who is eligible for Nationwide Pet Rx Express?

This optional program is available to all Nationwide pet insurance members with active plans for dogs, cats, birds or exotic pets. Members can take advantage of Walmart's low prices for prescriptions and enjoy the convenience of having the pharmacy submit claims directly to Nationwide on their behalf.

## Is there an additional charge for Nationwide Pet Rx Express?

There is no cost to sign up for and use Nationwide Pet Rx Express.

## How do members use Nationwide Pet Rx Express?

Using Nationwide Pet Rx Express is simple and convenient.

1. Nationwide pet insurance members can sign up at [my.petinsurance.com](https://my.petinsurance.com).
2. After allowing 24 hours from sign-up, members can bring their pet prescriptions to any in-store Walmart pharmacy.
3. At checkout, members provide their pet insurance information and pay for the prescription.

Walmart pharmacy will automatically submit claims to Nationwide for processing, and members will be reimbursed for eligible expenses.\*

## If enrolled in Nationwide Pet Rx Express, can members still fill prescriptions at their vet office or other pharmacies?

Yes. Members can fill prescriptions at any pharmacy or veterinarian and then submit a traditional claim.

## What pet medications are available through Walmart pharmacy?

In-store Walmart pharmacies carry many of the same pet medications found in most veterinary offices. Members may want to call ahead to make sure their preferred Walmart location carries their specific medication.

## Is prescription pet food included?

Prescription diets are not included in this program, only prescription medications.

## Does Nationwide Pet Rx Express cover medications for pre-existing conditions?

Unfortunately, no. Like all pet insurers, Nationwide does not cover pre-existing conditions.

## Is a prescription required to get pet medications through Walmart pharmacy?

Walmart pharmacies may offer over-the-counter medications that do not require a prescription. However, a valid prescription from a veterinarian is required for the medication to be eligible for coverage under a Nationwide pet insurance plan.

## How does the Nationwide claim process work for prescriptions filled through Walmart?

When filling a pet prescription at an in-store Walmart pharmacy, members simply provide their digital Nationwide pet insurance ID card to receive preferred pricing and have claims submitted on their behalf.

## Where can members find their pet insurance information?

After signing up for Nationwide Pet Rx Express, members will receive an email with instructions on where to find their digital pet insurance ID card, which can be viewed and downloaded at [my.petinsurance.com](https://my.petinsurance.com).

## Can a vet call in a prescription to Walmart?

Yes. Veterinarians can call in prescriptions, just like they currently do. Once the pharmacy receives the prescription and the member's eligibility is verified, the prescription will be filled, and the claim submitted.

\*Reimbursement or co-insurance is based on coverage detailed in policy. See Nationwide Pet Rx Express Terms of Service. Certain coverages may be excluded due to pre-existing conditions. See policy documents for a complete list of exclusions.

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