



FAQs:

Q: Why are you making this switch?

A: VetCove offers a better, more user-friendly experience and *SO* many more medications than MVSO. Through VetCove, we now have access to compounded medications, more generic medications, and different dosages of medications than we have previously.

Q: Do I need to do anything right now?

A: Probably!

- If you order prescription medications or food from any online store, you will need to visit <https://ccah.ourvet.com/pet/> to set up your VetCove account. Be sure to **register using the same email and phone number as your CCAH patient portal**.
- For our clients who have active autoship orders with MVSO:
 - you will need to create your account and **add your credit card information to your profile** before your next order is due to ship. (Everything except your credit card information has been transferred over.)
 - you also will need to make sure to **log back into MVSO and cancel any upcoming orders** to ensure you don't receive a shipment from both VetCove and MVSO. Our staff is able to assist if you run into any issues making this switch over.

Q: Can I still use Chewy or another pharmacy?

A: You can, but beginning this Friday, July 25th, there will be an **\$18 processing fee** for prescriptions submitted outside of VetCove. This fee covers the extensive extra time it takes our team to manage and approve third-party requests.

Q: Why are you adding in the \$18 processing fee? Chewy is soOoO convenient!

A: Third party pharmacy orders take our team significantly more time to process (generally more back-and-forth between us and the retailer and/or client) and leave more room for human error. With VetCove, it is as user-friendly to use as Chewy AND it integrates directly with your pet's medical records (e.g., weights and ages are updated daily). This will reduce opportunity for human error, and helps us serve you faster without that back-and-forth that can slow things down.

Q: I just made my VetCove account and I don't see my pet's prescription in here!

A: Not all prescriptions were eligible to transfer to the new platform. Here's a quick breakdown of what did and didn't move over from our old pharmacy (MVSO):

Prescription Type	Did It Transfer to VetCove?	What You Should Do
Active & on Autoship	Yes	Log into VetCove to enter in your credit card information ASAP.
Active & NOT on Autoship	Yes	Whenever you make your next order, you will need to enter your credit card information.
Expired Prescription	No	1) Request a new prescription via VetCove. 2) We will call you if you need to schedule an exam in order for the prescription to be filled.
Prescriptions filled outside of MVSO	No	For future orders, submit a new request in VetCove.

Q: I don't remember the name of a prescription that I have ordered before and I don't see it in my new VetCove account.

A: Only prescriptions that were not expired and were filled via our previous platform MVSO were transferred to VetCove.

- If you do not remember the name or dosage of a medication for your pet, please either log into your MVSO account to look up the medication there or call our office so that we may assist you.
- If you need a prescription filled and don't see it listed in your VetCove account after registering, please create a new order in the platform and then we will call you if it is determined that you need to schedule an exam before your order can be approved. (Most medications cannot legally be prescribed unless we have seen the patient within 6 or 12 months.)

Q: Who can I contact if I have questions?

A: It depends!

- For questions regarding your VetCove account setup or how their platform works, please contact VetCove directly using the live chat available in their platform, calling them at (646) 504-2696, or emailing them at support@vetcove.com.
- For general questions regarding this switch, you're welcome to email us at ccah@ccahpetvet.com. Please expect that responses to non-urgent questions may take up to 1 week to respond to.
- For questions regarding your prescriptions, please call us at 734-436-0455 and ask to leave a message for the pharmacy team.

Q: What are the shipping fees for VetCove?

A: Each retailer sets their own shipping fees. For VetCove, theirs match Chewy's most closely.

Primary Shipping Rates

FREE SHIPPING
Clients will get free standard shipping on orders over \$49

Primary pharmacy shipping rates

	FREE!	\$4.95
Standard Shipping (1-5 business days)	Orders over \$49	Orders below \$49
1-3 Day Delivery	\$15.00 Orders over \$49	\$15.00 Orders below \$49
Overnight Priority	\$25.00 Orders over \$49	\$25.00 Orders below \$49

All diet items (Hill's Pet Nutrition, Royal Canin Veterinary Diets, and Purina) ship directly from the manufacturer for FREE for orders over \$49.00 and \$4.95 for orders under \$49.00. All other prescription and non-prescription products are shipped by your pharmacy partner.

Compounded Medication Shipping Rates

Compound pharmacy shipping rates

	\$9.50	\$9.50
Standard	Orders over \$49	Orders below \$49
2 Day Delivery	\$15.95 Orders over \$49	\$15.95 Orders below \$49
1 Day Delivery	\$30.00 Orders over \$49	\$30.00 Orders below \$49

Compounded medications are shipped from Wedgewood Pharmacy.