



Guide Dogs for the Blind

GDB Veterinary Contact Information

Veterinary Preauthorization Requests, Monday-Friday 8:00am to 5:00pm

- **Phone: 800.295.4050**; press 2 for Support Center, then press 2 again for the Veterinary Financial Assistance (VFA) team.
- **Fax: 877.556.840**; use to submit medical records and estimates (when requested).
- **Email: vetsupport@guidedogs.com**; use to submit medical records and estimates for the VFA team's review or authorizations (when requested).

Veterinary Preauthorization Requests, Saturday, Sunday, Holidays 8:00am to 5:00pm

- **Phone: 800.295.4050 ext. 4081**; you can also call Veterinary Clinic directly at 415.499.4081; leave a message if no one answers.

Overnight Emergencies, 5:00pm to 8:00am

- **Phone: 800.295.4050 and press 1**; listen to the choices and select the best one for the situation.
- Use this method for emergencies when GDB staff veterinary advice is needed or when the expected cost exceeds \$3,000.

Veterinary Reimbursement Instructions

Use the following contact info and instructions for submitting veterinary invoices for reimbursement.

Note: If your local veterinary professional prefers to invoice GDB directly (i.e., you have not prepaid the invoice), please ask them to follow the same basic instructions below. For local clinics, the reimbursement form is not required if the invoice includes the puppy's name and GDB ID#. If they have never requested reimbursement from GDB in the past, including a W-9 Form will ensure prompt payment.

Email reimbursement requests to vetbill@guidedogs.com with:

- One reimbursement form and all itemized invoices, preferably merged into one PDF per puppy.
- Paperwork should be sent as a PDF attachment, not as a photo or link in the body of the email.
- All invoices must include an itemized list of everything completed during the visit(s), including vaccines given in clinics or at locations other than a veterinary office.
- If you received an authorization number from the VFA team, include it on the reimbursement form.

- If the puppy raiser has already paid, it should be clearly indicated on the invoice; with an invoice showing no balance due, a payment receipt, or by making a written note that the invoice has been paid.
- If submitting invoices for more than one puppy, use a separate reimbursement form for each puppy.
- If any explanation or notes are needed regarding the invoice, include them in the email submitted for reimbursement.

OR mail physical copies of your completed reimbursement form and itemized invoices to:

Guide Dogs for the Blind
Attn: Accounting Department
P.O. Box 151200
San Rafael, California 94915-1200

If not requesting reimbursement, mark the Veterinary Reimbursement Request Form as “donated” and submit to the address above, or by email to ipuppy@guidedogs.com.

Questions regarding the process or how to submit a reimbursement? Email vetbill@guidedogs.com.
