



Guide Dogs for the Blind

Health Care & Reimbursement Guidelines

Veterinary care for puppies will be provided based on the type of illness and symptoms a puppy presents:

- **Tier 1:** Care is for mild illnesses and conditions. Total treatment cost for Tier 1 conditions should not exceed \$150. Treatment for Tier 1 conditions does not require preauthorization from Guide Dogs for the Blind (GDB).
- **Tier 2:** Any treatment that is estimated to cost more than \$150 is considered Tier 2. In addition, any conditions that are chronic or recurring are considered Tier 2. Treatment estimated to cost more than \$150 must be submitted for authorization prior to scheduling the medical procedure.

Contact the Veterinary Financial Assistance (VFA) Team to obtain authorization, discuss treatment plans, or address any reimbursement questions. Call (800) 295-4050, then option 2, and option 2 again to reach the VFA Department. VFA is available Monday through Friday from 8am to 5pm Pacific time.

Vaccinations

Vaccinations are Tier 1 and no pre-authorization is required. GDB puppies leave campus having been given certain vaccinations and anti-parasitic treatments. When puppy raisers receive the puppy, they are instructed to continue with an outlined vaccination schedule. A copy of the [Puppy and Raiser Information Sheet](#) and [Vaccine Schedule Chart](#) will be included in the Veterinary Care Orientation Packet that the puppy raiser provides to you on the puppies first visit.

We do not recommend Corona virus or Lyme disease vaccines. If you have any questions about the administration of one of these vaccinations, please contact the GDB VFA Team. The puppy's first adult Rabies and DA2PP vaccination boosters will be due at approximately 16 months of age.

It is critical that we receive documentation of all vaccines the puppy receives prior to recall. The GDB VFA Team is to be notified in the event that a puppy has an allergic reaction to a vaccination. Raisers may ask to save the vials that their puppy's vaccination originated from or will ask to write down the following information: brand of vaccine (i.e. Ft. Dodge), components (i.e. distemper, adenovirus, parainfluenza, parvo virus) and the lot number.

Heartworm Preventative

GDB provides the initial supply of Heartgard® Plus heartworm preventative for each puppy. Raisers are instructed to administer heartworm preventative to the puppy on the first of every month.

Fleas and Ticks

Most raisers will receive a year's supply of Frontline® Gold topical flea and tick treatment or Nexgard®, if residing in Texas, and are instructed on how to administer these products to the puppy. Puppies residing in Colorado, Utah, and parts of Nevada may not need to use any flea control product. If you notice external parasites on the GDB puppy you are examining, please confirm the raiser's use of the provided product.

Females in Season

When female GDB puppies come into season, they can either stay in a raiser's home for the duration of their season or be boarded at a professional boarding kennel at the raiser's expense. For in-house boarding, raisers need to consult their leader and Community Field Representative for approval and guidelines.

Spay/Neuter

Never spay or neuter a GDB puppy without authorization from GDB. The Puppy Raising Department sends an official spay/neuter letter to raisers to give to their veterinarian. When having a puppy spayed or neutered, no reimbursement authorization is necessary as long as the cost for the procedure falls within the existing guidelines (neuters: \$200; spay: \$250). **If the cost of the spay or neuter exceeds these guidelines, VFA Team must be contacted for authorization prior to surgery.** Immediately upon completion of the altering procedure, please complete and return the spay/neuter certificate provided to GDB.

Emergency Care

In the event of an emergency, GDB consents to stabilizing treatment. As soon as a puppy's condition is stabilized, GDB VFA Team must be notified before further care is provided. In cases of more involved or prolonged care, GDB puppies may be transported to a GDB facility.

Outside of normal business hours, call (800) 295-4050 and follow the prompts to reach someone to discuss ongoing emergency care.

Reimbursement Procedures

To request reimbursement for veterinary care, veterinarians must complete the [Veterinary Expense Reimbursement Request Form](#) and return to:

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

If your veterinary hospital has never requested reimbursement from GDB in the past, please also fill out the enclosed [W-9 Form](#) to ensure prompt payment. If payment is required at the time of service, the puppy raiser will be asked to pay up front and then request reimbursement from GDB.

When you help GDB and guide dog puppies, you are helping your community. We greatly appreciate veterinarians who help strengthen our mission by offering discounted or donated services. Thank you!