**Veterinary Financial Assistance (VFA) Program –**

**Process for Requesting Reimbursement**

1. Determine whether your are going to pay for services up front, or if your veterinarian is going to direct bill GDB (see handout about direct billing).
2. If you are paying up front:

* Complete the reimbursement form with your name and mailing address as the “Clinic or Person to be Paid”
* Fill out the treatment date, amount requested and authorization number (if needed)
* Submit a copy of the completed form, along with a copy of your paid, itemized invoice to GDB.
* Forms submitted by clients can be mailed, faxed (415-226-0553), or emailed ([vetbill@guidedogs.com](mailto:vetbill@guidedogs.com)).

1. If your vet clinic is going to direct bill:

* Vet clinic staff completes the reimbursement form with the clinic name and mailing address listed as the “Clinic or Person to be Paid”
* Fill out the treatment date, amount requested and authorization number (if needed)
* Submit a copy of the completed form, along with a copy of the unpaid, itemized invoice to GDB.
* We prefer that hard copies of reimbursement forms and invoices are sent by mail whenever possible, however emailed or faxed copies will also be accepted.

1. Reimbursement requests without a detailed invoice will not be processed.
2. The mailing address (also located on the reimbursement form):  
   Guide Dogs for the Blind  
   Attn: Accounting Department

PO Box 151200

San Rafael, CA 94915-1200

**GDB will only reimburse receipts within 90 days of the treatment date.**

**You must have pre-authorization for all vet visits excluding annual exams, vaccines and heartworm testing.**