The puppy is not right

Is it an emergency?

Call your leader for advice.

NO

If you do need to visit the veterinarian, ask if the visit will cost more than $150

YES

Contact GDB for approval. Call the Support Center at (800) 295-4050

NO

Send in your invoice and Veterinary Expense Reimbursement Request Form with your authorization number if needed.

YES

Send in your invoice and Veterinary Expense Reimbursement Request Form with your authorization number.

Follow up with your leader until the puppy is well.

Contact your leader and GDB as soon as you can. Call the Support Center at 800-295-4050 for an authorization number.

Get to the emergency veterinarian ASAP!
Is this a routine visit for vaccinations or other care?

NO

Call your leader before going to the veterinarian unless it is an emergency (if so, go directly to the veterinarian and call as soon as you can).

YES

Follow the vaccination schedule on the Info Sheet. Send a copy of the vaccine records to ipuppy@guidedogs.com and include the information on your monthly report.

Ask your veterinarian if the visit will cost more than $150

NO

No need for authorization from GDB

YES

Contact GDB for approval. Call the Support Center at 800-295-4050

Ask your veterinarian if they will bill GDB, or if you will pay and request reimbursement (self-pay)

NO

Get a copy of the invoice and receipt, then fill out the Veterinary Expense Reimbursement Request Form from your puppy packet. Send all 3 to GDB for reimbursement. Include your authorization number if needed.

YES

Self-Pay

Reminder: Non-Reimbursable Items

The following items are not available for reimbursement:

- Any grooming, including toenail clipping and anal gland expression
- Food and supplements not on the approved Nutritional Guidelines or pre-approved by GDB
- Vaccinations not listed on the approved guidelines
- Pill pockets
- City or county licensing fees or Rabies tag fees

NOTE: GDB needs complete veterinary records on all dogs; if you or your veterinarian are not requesting reimbursement we ask that you send us a record of all care provided. Thank you!