My puppy is not right

Is it an emergency?

NO

Call your leader for advice.

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

YES

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

Send in your invoice and reimbursement forms with your authorization number if needed.

Follow up with your leader until your puppy is well.

NO

No need for authorization from GDB

YES

Get to the emergency vet ASAP!

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

Send in your invoice and reimbursement forms with your authorization number.
Is this a routine visit for vaccinations or other care?

- **YES** Follow the vaccination schedule on your puppy’s Info Sheet. Send a copy of the vaccine records to ipuppy@guidedogs.com and include the info on your monthly report.

- **NO** Call your leader before going to the vet unless it is an emergency (if so, go directly to the vet and call as soon as you can).

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)

- **Vet bills GDB** Get a copy of the invoice and receipt, then fill out the vet reimbursement form from your puppy packet. Send all 3 to GDB for reimbursement. Include your authorization number if needed.

- **Self-Pay** Give the vet a copy of the vet reimbursement form from your puppy packet to submit with an invoice. Give them your authorization number from GDB if needed. Be sure to get a copy of the invoice for your records.

**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
- Flea and tick prevention (provided by GDB directly)
- Heartworm preventative (provided by GDB directly)
- 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!