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

**Illnesses and Injuries**

Pre-authorization is required to receive GDB’s financial assistance for veterinary care. The two exceptions are:

* Emergencies
* Wellness care

**During normal business hours (8am-5pm Pacific Time, Monday through Friday):**

When you need to seek veterinary care for your guide dog or K9 Buddy, please call to speak to the VFA staff.

* You will be provided with an authorization number for a certain dollar amount. This number is your confirmation that GDB has agreed to pay the invoice up to that limit.
* When you go to your veterinary appointment, ask questions and stay informed about the proposed treatment plan and estimated costs.
* If the proporsed treatment plan exceeds the pre-authorized amount, we need to be contacted as soon as possible so we can adjust dollar amount on the authorization.We can be contacted directly from the appointment, or the following business day for evening or weekend appointments.
* VFA staff are available as a resource to help answer questions about your dog’s veterinary care, regardless of whether or not you are seeking financial assistance.

**After hours:**

* If you feel that your dog needs veterinary care outside of GDB’s normal business hours, please go to your local veterinarian or emergency clinic.
* You may proceed with emergency or urgent care up to $3000 outside of normal business hours.
  + Please call the VFA department at 800-295-4050, option 2, then option 2 again the following business day to give an update and receive an authorization number.
* If you need veterinary care over $3000, immediate payment assistance, or collaboration with GDB about the treatment plan, please call 800-295-4050 to speak with our answering service. They will connect you to an appropriate GDB staff member or take a message and someone will call you back in a timely manner.

GDB will not reimburse invoices for visits without an authorization number.

To ensure that your veterinary bills are fully paid, the authorized amount needs to be greather than or equal to the final bill for every visit.

Unless specified otherwise, a new authorization number is required for every appointment or medication refill, even when multiple appointments are needed to manage an ongoing medical issue.