

Alumni Benefits Support Contact: [Rachel Weeks](#)

Phone: 941-803-7562 | Fax: 941-348-6372

rachel.weeks@guidedogs.org | Alumni_Benefits@guidedogs.org



Veterinarian Support

Before Your Appointment

- 🐾 When you schedule your annual or semi-annual appointment, please contact us with your veterinarian practice name, phone number, dog's name, and scheduled appointment day/time. We will call ahead to ensure payment is set up. Please give at least 48-hours' notice.

Billing

- 🐾 Veterinarian offices can choose to bill Southeastern Guide Dogs or accept our credit card over the phone. Or, graduates may pay up front and then submit a request for reimbursement with us.
- 🐾 Please send any bills, medical records, and reimbursement requests to the Alumni Benefits Support Contact.



Fromm Dog Food Support



- 🐾 Upon enrollment, we will choose a Fromm retailer as a partner to provide you with a monthly 30-pound bag of food. Please note it takes a minimum of two weeks to finalize arrangements with the retailer.
- 🐾 Once a retailer is confirmed, we will email you a digital coupon to be presented at pickup. Or, you may request a physical voucher to be mailed to your home.
- 🐾 Please call ahead to the store to confirm that your bag is ready for pick up.
- 🐾 Please contact Alumni Benefits Support if you need additional coupons.
- 🐾 Once 12 bags are issued through the retailer—a one-year supply—please send Alumni Benefits Support a request to renew to continue the program for an additional year.
- 🐾 All formula change requests need to be sent to Alumni Benefits Support for prior approval.
- 🐾 If you change your home address, please contact Alumni Benefits Support to update your address and to establish a new retailer at the new address.
- 🐾 If you experience any issues with the retailer or food formula, please contact Alumni Benefits Support.

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Trifexis Preventatives – Elanco Support

- 🐾 During class (or during a home placement), we will provide a 12-month supply of preventatives to the graduate.
- 🐾 When you have only two preventative pills remaining, please check your veterinarian records to see when a heartworm test is due. A negative heartworm test is needed before a prescription can be refilled. At that time, submit a request for a new voucher for the preventative from Alumni Benefits Support. Next, provide this voucher to your veterinarian office to fill out.
- 🐾 The veterinarian must send the new voucher to **elancovet@elanco.com** and the product will ship to the veterinarian practice to dispense to the graduate. Please note that the veterinarian practice does not need to carry Trifexis to help a graduate with the voucher.
- 🐾 If there are any issues with the Trifexis product or getting this filled with your veterinarian, please contact Alumni Benefits Support.

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Final Note

Please note that once a team retires, the Alumni Support Program will no longer provide the above benefits.

