

**Alumni Benefits Support Contact: Dana Youmans**

[dana.youmans@guidedogs.org](mailto:dana.youmans@guidedogs.org) | [Alumni\\_Benefits@guidedogs.org](mailto:Alumni_Benefits@guidedogs.org)

Phone: 941-803-7562 or 941-479-6587 | Fax: 941-847-0648



## **Veterinarian Support**

### ***Before Your Appointment***

- 🐾 When you schedule your annual or semi-annual appointment, please contact us with your veterinarian's 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.

### ***Processing Payment***

- 🐾 You or your veterinarian's office will need to scan and email or fax an itemized invoice to our office. If you choose to cover the cost up front, a copy of your payment receipt must accompany the itemized invoice prior to processing.

### ***Billing***

- 🐾 Veterinarian offices can choose to bill Southeastern Guide Dogs, 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.
- 🐾 We will send a check to your veterinarian's office or your home address for the amount covered under the Alumni Benefits program. Please review the Alumni Support program exclusion list prior to authorizing services.
- 🐾 Please ensure the invoice has your current address listed and allow two weeks for processing.

**Alumni Benefits Support Contact: Dana Youmans**

[dana.youmans@guidedogs.org](mailto:dana.youmans@guidedogs.org) | [Alumni\\_Benefits@guidedogs.org](mailto:Alumni_Benefits@guidedogs.org)

Phone: 941-803-7562 or 941-479-6587 | Fax: 941-847-0648



## 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 proof of participation to be presented at pickup. Fromm establishes an account with your retailer, so you will simply present your proof of participation. You will not need to turn anything in at the store. You will use the same proof of participation for all 12 bags of food, even if it flows into a new year.
- 🐾 If Pet Supplies Plus is the retailer chosen for you, we will communicate the steps you need to take since they are handled differently.
- 🐾 Please call ahead to the store to confirm that your bag is ready for pick up.
- 🐾 Once 12 bags are issued through the retailer, contact Alumni Benefits Support to request an additional 12-month supply to continue the program.
- 🐾 All food formula changes must be sent to your alumni advisor for approval. Once approved by your alumni advisor, they will partner with Fromm's nutritionist for an alternative formula.
- 🐾 Once a formula is confirmed by Fromm, we will email you a revised proof of participation to begin using at your retailer.
- 🐾 If you change your home address or veterinarian location, please contact Alumni Benefits Support. We will contact you after Fromm confirms a new retailer for your food pickup.
- 🐾 If you experience any issues with the retailer, please contact Alumni Benefits Support.

**Alumni Benefits Support Contact: Dana Youmans**

[dana.youmans@guidedogs.org](mailto:dana.youmans@guidedogs.org) | [Alumni\\_Benefits@guidedogs.org](mailto:Alumni_Benefits@guidedogs.org)

Phone: 941-803-7562 or 941-479-6587 | Fax: 941-847-0648



**Preventatives – Elanco Parasite Protection Support**



- 🐾 During class (or during a home placement), we will provide you with a 12-month supply of preventatives. Elanco offers the options of Trifexis or Interceptor Plus/Credelio, and the veterinarian can inform your choice.
- 🐾 When you have two monthly doses remaining, 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's office to fill out.
- 🐾 The veterinarian must email the new voucher to **[elancovet@elancoah.com](mailto:elancovet@elancoah.com)**. Then, Elanco will ship the product to the veterinarian practice to dispense to you.
- 🐾 Please note that the veterinarian practice does not need to carry Trifexis and/or Credelio/Interceptor Plus. Elanco will ship the product to your veterinarian's office **free of charge**. Once it arrives, the office will contact you directly, so you can arrange to pick up the product.
- 🐾 If there are any issues getting this filled with your veterinarian, please contact Alumni Benefits Support.

**Final Note**

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

