

## **Alumni Benefits Support Contact:**

[alumnibenefits@guidedogs.org](mailto:alumnibenefits@guidedogs.org)

Phone: 941-729-5665 | Fax: 941-847-0648



### **Veterinarian Support**

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

- 🐾 Please email Alumni Benefits Support with the veterinarian's name, address, and phone number you have chosen.
- 🐾 It will be your responsibility to schedule all semiannual and annual appointments and email us the appointment date and time. This allows us to update our records and email your veterinarian the appropriate paperwork prior to your appointment. Please give us 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***

- 🐾 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.

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### Fromm Dog Food Support



- Upon graduation, you will be automatically eligible to receive free Fromm food. Fromm will locate a retailer close to your home and set up an account for you.

It can take several weeks for Fromm to find a retailer, so it's important to let us know when you get down to half a bag. Our office will make arrangements to provide you with food until your account is established with a retailer.

- Once a retailer is confirmed by Fromm, our office will contact you with the name and location of pickup. Please note, different retailers use different methods to track the bags you pickup, so our office will explain that to you in advance.

#### FOR EXAMPLE:

**Pet Supplies Plus** requires you turn in a voucher each time you pick up food. Fromm's corporate office will mail 12 paper vouchers to your home address. Once you have used 10 vouchers, you'll need to contact our office, so we can request 12 more vouchers be mailed to your home. Please allow two weeks for processing and delivery of vouchers to your home.

**Hollywood Feed and Pet People** locations simply enter a code at the register, so you will not need a proof of participation or voucher. The current code being used is **SEGD2024**

- All the other retailers will ask you to show a proof of participation when you pick up food. You may take a picture with your phone since you aren't required to turn anything in at the time of pickup.

Please note, regardless of the retailer you are assigned, your benefits roll over from one year to another unless you opt out or your dog retires.

- We recommend calling the store in advance to introduce yourself and confirm they have the recipe that you need in stock. If you have any questions or concerns please contact us at [alumnibenefits@guidedogs.org](mailto:alumnibenefits@guidedogs.org) and we will be happy to assist you.
- 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.

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### Preventatives – Elanco Parasite Protection Support

**Elanco**

- 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**. 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.*

