

Package presentation:

For electronic submissions we prefer PDF's. To minimize total file size, we suggest a resolution of 150 dpi and Black & White or Greyscale rather than color – however it is your responsibility to deliver a legible document.

In compiling your submission package we would appreciate it if the dogs were presented in alphabetical order and then for each dog present the Reimbursement Request Proforma followed by all the invoices pertaining to that dog. This could mean that an invoice that refers to (say) two dogs will need to be copied so that it can be presented following the Request form of each dogs. The issue here is simply that the volunteers processing your requests appreciate a little assistance in minimizing their constant paging up/down/up/down through the documents searching for a dog or for the relevant invoice.

Documents:

Entirely handwritten receipts/invoices are not acceptable.

For veterinarians whose invoices are pre-printed proformas that are then completed entirely by hand we require some 3rd party corroborating documentation that service was completed – such as a credit card receipt matching the proforma details.

Any alterations to an invoice, handwritten or electronic, that affect its acceptability are not permitted and may result in the entire invoice being rejected.

Veterinary Practice Identification:

The invoice must identify the veterinary practice that performed the procedure.

The Name, address and phone number of the veterinary practice must all be legible. We operate on a 'Trust but Verify' basis – your veterinarians will be contacted to seek confirmation of invoice details.

Client Identification:

The Invoice must be in the rescue group name or in the name of the DPCA member who signed the Rescue CoE.

If the invoice is in the name of a foster parent, then it must include the rescue name. ie: Jane Doe/Dobie Rsq of US

Breed identification:

The supplied documents must identify the dog as a Doberman Pinscher.

If a dog is seen by several vets –the invoices from each vet must all show the breed.

Some billing software does not show breed on the "invoice", we accept the following options . . .

- A "Patient Chart" report often shows the breed – simply include the 1st page of the "Patient Chart" along with the submitted invoice.
- If the breed is identified by a supporting document – e.g. a rabies certificate – that document must be from the same veterinarian and clearly reference the same dog. ie: have the same date or same Patient ID or same Rabies Tag #, etc..
- If the breed is not on the invoice or on the patient chart then the dog's name may be entered into the vet's computer as "**Fido (Doberman)**". We prefer that "Doberman" is spelled in full and not simply contracted to Dobe, or Dobie etc., however we appreciate that the software does not always allow that amount of space.

Please use your discretion and if in doubt the following options are available:

- The invoice may be hand annotated "**Fido is a Doberman**" and that statement signed by the veterinarian.
- Include a statement on the veterinary practice's headed notepaper signed by the veterinarian to the effect "**Fido, treated mm/dd/yy, was a Doberman**"

Procedures:

Only those procedures specifically listed on the expense reimbursement form are eligible for reimbursement. For example, euthanasia is covered, but disposal or cremation of the body is not.

Invoices must show each specific procedure requested for reimbursement and its cost. See also Bundled Procedures.

For a procedure that requires multiple vet visits (eg: Heartworm Treatment) if the treatment dates cross the reimbursement quarter boundary then the reimbursement request shall be made in the 2nd quarter.

(1) Duplicate Procedures:

Reimbursement for a procedure is available only once every three calendar years per dog. For example, if a procedure was reimbursed in 2014 it may not be requested again, for that dog, until 2017.

(2) Bundled procedures:

A veterinary practice may offer a package deal that bundles several procedures into one price.

For example: "Rescue Package A" comprises Office Visit, Rabies, HW test, Chip and a Flea & tick bath.

The invoice must identify the package components and you may claim only one identified component from within that package and will quote the package price as the amount paid for that component. Clearly you should choose the component with the highest "DPCA Max" value – subject of course to the duplicate procedures clause.

(3) Itemized procedures:

Sometimes rather than list a simple one-line price for a procedure the invoice may itemize it out in great detail.

e.g. Rather than

Neuter : \$x

The invoice may list

Pre-op sedation \$a

Anesthesia \$b

Neuter \$c

Sutures \$d

Post-op monitor \$e

E-Collar \$f

etc...

For itemized invoices - the dollar amount you may claim can include all the normal and customary items for the procedure (b+c+d) but not the ancillary 'extras' (a,e,f).

Amount You Paid:

We ask that the “Amt You Paid” column on the Reimbursement Request Form is completed with the actual amount you paid after deduction of all discounts etc.. While applying these discounts may not alter the “Amt. Requested” it is important to us to have an accurate figure for “paid” as we try to maintain a database of actual costs and that helps us set/adjust the “DPCA Max” amounts.

Show your work:

We especially appreciate those Rescues that annotate their invoices with tick marks or highlighter – something - to show the line items and costs being claimed. This is especially true when the figure you enter in the “Amount you Paid” column is not actually present on the invoice but is the result of some mathematics. Please assist us by indicating which figure(s) you have combined and or adjusted (and why) to achieve your figure. If we are left guessing – then we will guess – and that may not be in your favor.

Reimbursement Request Cap:

Effective with the 2015 April-June quarter, the DPCA Rescue Committee introduced a ‘cap’ of \$1,500 on the reimbursement request that a Rescue may submit per quarter. The reason for this was that the Sliding Scale did not perform well where there was a significant disparity between the largest request(s) and the remaining, majority, of smaller requests.

It should be noted that this is a cap on the total “requested” and not on the total “approved”. Processing of a submission will only advance to the next dog in the submission if the total requested so far has not exceeded the cap value. If there are no errors in the submission, then the approved will be the same as the requested. If there are errors then when the requested amount max’s out at the cap, the total approved that is carried forward to the reimbursement/sliding scale calculation will be less than the ‘cap’.

If the cap was applied to the “approved” total, then a Rescue could submit for many dogs and have many errors therein, but still eventually achieve a total approved that reached the ‘cap’. In the vernacular – this would be allowing them to throw lots of darts at the board, until eventually enough stuck thereby achieving maximum reimbursement. This is unfair to the smaller Rescues with fewer dogs. Applying the cap to the total “requested” places equal onus and consequence on each Rescue to submit correct and accurate documentation.

Submission date:

Quarter end should not be a surprise - we see the most errors with submissions that are rushed to meet the deadline.

If in doubt about acceptability of a submission, please, contact the Rescue Committee prior to submitting. We can advise you how to make it acceptable and maybe still meet the deadline.

Partial Veterinary Expense Reimbursement (PVER) processing checklist

Below is a 'Check List' used by the volunteers who process the documents you supply – please feel free to use this as a guide when you prepare your submission.

Request Form:

- **Signature:**
 - Does signature match CoE?

- **Dog's details present:**
 - Dog's Name?
 - Sex?
 - Age?
 - Color?

Supplied Invoices:

- **Veterinarian:**
 - Veterinarian Practice Name identified?
 - Address?
 - Phone number?

- **Client:**
 - Rescue ID'd as the client? or the CoE signatory is client?

- **Dog:**
 - Name matches PVER form?
 - Breed ID'd as Doberman?

- **For each Procedure requested:**
 - Identified on invoice?
 - Date is in quarter?
 - \$\$ paid on invoice matches PVER request?
 - discount applied?
 - Duplication of previous request for this dog?

- **Discounts:**
 - . . . already factored into line item price shown on invoice?
 - . . . shown as line item immediately after each procedure?
 - . . . shown as line item on its own?
 - . . . shown as adjustment to the invoice total?

- **Overall:**
 - Any modifications to originals? Handwritten/electronic?