

# Pet Friendly Services of Indiana

## Veterinarian Reference Guide



## History and Mission

Pet Friendly Services of Indiana is a statewide financial assistance organization whose mission is to eliminate the euthanasia of healthy and treatable cats and dogs. We provide financial assistance to limited-income individuals, and free surgery certificates to 501(c) (3) non-profit animal welfare organizations and municipal shelters. Veterinarians in our program conduct the surgeries, with Pet Friendly Services reimbursing them at our contractual rate. Since our inception in 1977, we have facilitated more than 165,000 surgeries.

Pet Friendly Services is financially supported by generous donations, annual fundraisers, community support and proceeds from the Pet Friendly license plate.



## Programs

Pet Friendly Services runs three year-round programs. Participating vets can determine which program(s) they wish to participate in and can also determine the number of surgeries they wish to perform. There is no commitment regarding the minimum or maximum number of surgeries.

### 1. Spay-Neuter Assistance Program (SNAP)

SNAP serves pet owners who receive one of nine types of public assistance and/or who live at or below 200% of the federal poverty line. The pet owner pays up to \$25 per surgery.

#### **Qualifying Programs**

- Energy Assistance Program
- Food Stamps
- Healthy Indiana Plan (HIP)
- Major VA Disability
- Medicaid (not Medicare)
- Public School Free Lunch Program
- Section 8 Housing
- Social Security Disability (SSD) - (not SS Retirement Income)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Security Income (SSI)

#### **Qualifying Household Income**

Household Size	Gross Annual Income	Monthly	Weekly
1	\$25,520	\$2,127	\$491
2	\$34,480	\$2,873	\$663
3	\$43,400	\$3,620	\$835
4	\$52,400	\$4,367	\$1,008
For each additional person	add \$8,960	\$747	\$172

Pet Friendly Services focuses on limited-income pet owners because income is the strongest single predictor of whether pets are spayed/neutered. A *Journal of American Veterinary Medicine Association* study found that only 51% of cats living in low-income households were altered compared to 90% of cats in middle-income households. The result of having unaltered cats has a big impact on shelter intake numbers. New Hampshire reported that almost half of the kittens surrendered to the shelter came from low-income households, even though only 12% of families lived at this income level.

Studies confirm that dogs living in low-income households are less likely to be sterilized than their middle-income counterparts. For example, a 2008 survey conducted by the American Pet Products Association found that pet owners with annual incomes less than \$12,500 per year had sterilized only 54% of their dogs.

Whether cat or dog, unaltered pets are more likely to be relinquished at shelters than their spayed/neutered counterparts. Unaltered cats are more likely to migrate into feral colonies and increase their numbers.

## **The SNAP Process**



**Client completes an online application via our website, uploads income qualification paperwork, and pays the \$25 co-pay. Pet Friendly Services will mail a Goldenrod certificate to the client. Clients can then call the vet of their choice to schedule an appointment. Our Vet List is on our website.**



**Clients without internet access can call Pet Friendly Services' voice mail to request a paper application. Clients must pay via money order, as we do not accept personal checks.**



**After surgery is completed, the vet sends certificates to Pet Friendly Services for reimbursement. To expedite this process, vets can utilize our online reimbursement portal. Contact [Scarlett@PetFriendlyServices.org](mailto:Scarlett@PetFriendlyServices.org) to learn more and get started.**



**Reimbursement is net 30.**

\*Applications that are received without qualifying paper work and/or money are returned to the client, and the process takes an additional 2-3 weeks.

## **2. Pet Friendly Plate Program (PFPP)**

This program provides free spay/neuter surgery certificates to 501(c)(3) non-profit animal welfare organizations and municipal shelters for the animals in their care. The grant application is a simple two-page application. Incoming applications are reviewed monthly, and applicants notified of surgery certificate awards within two months of submission.

Once a grant is awarded, the organization may reapply one calendar year from the date certificates are issued. Certificates are awarded as long as funds are available. Currently, groups may receive up to 10 certificates, depending on available funds and our capacity to assist animals.

The PFPP program provides a way to assist groups who wish to help animals. These surgery certificates are for shelter/unowned animals. In some instances, the adopting "parents" may be asked to coordinate the surgery if the shelter is under-staffed.



In special circumstances, Pet Friendly Services issues these certificates electronically. Therefore, some of these certificates will be printed on regular white paper and not goldenrod paper.

### 3. Community Cats (feral and free-roaming)

Through the Community Cat program, Pet Friendly Services provides 25 free surgery certificates to 501(c)(3) non-profit Trap-Neuter-Return (TNR) organizations, and shelters with TNR programs. By focusing on community cats, we can reduce euthanasia numbers and provide long-term solutions for feral and free-roaming outdoor cats. Keeping community cats out of shelters also results in better adoption outcomes for both adoptable cats and dogs. This is because shelters can focus their time and financial resources on adoptable animals.



The Community Cat package includes spay/neuter, a rabies vaccination, pain meds during surgery, and an ear-tip. The ear-tip is a symbol that a cat has been vetted and ready to live in a managed colony where a colony caretaker provides food and shelter.

### Pet Friendly Services' Reimbursement Schedule

Pet Friendly Services reimburses private practice veterinarians at the following reimbursement rates. For non-profit clinics, we reimburse at the clinic's posted rates, provided they do not exceed the rates listed below:

<b>CATS</b>		<b>DOGS (no weight limit)</b>	
Spay	\$70	Spay	\$90
Spay, <b>pregnant or in heat</b>	\$90	Spay, <b>pregnant or in heat</b>	\$110
Neuter	\$55	Neuter	\$70

<b>COMMUNITY CATS (Includes Rabies Vaccine, Pain Meds, &amp; Ear-Tip)</b>	
Male/Female	\$90
Female Pregnant	\$110

<b>SPECIAL CIRCUMSTANCES</b>
<b>Pet Friendly Services will reimburse at clinic's published rate: Cryptorchid, Pyometra</b>

**The surgery reimbursement schedules above include ALL costs associated with the surgery – office call, anesthesia, pre and post-care, fluids and pain medicine given at the time of surgery. *Clients are required to purchase additional take-home meds if they choose.***

Pet Friendly Services recognizes that by participating in our program(s), you are making a meaningful contribution to animal welfare. Please be aware that SNAP clients are on limited-incomes and require no other services (e.g. heartworm or feline leukemia checks, kennel cough vaccinations, boarding charges, antibiotics, stool check, de-worming, pre-surgery blood work, etc.) that you may normally require of full-fee paying clients. If you offer these services, please communicate that they are optional and that the client is financially responsible for them if they want them.

Indiana State Law requires that all pets be current on their rabies vaccine. When clients schedule their appointments, please remind them that this is required and the expense is their responsibility. It is at your discretion if you require this vaccine at the time of surgery or wish to see the pet's vaccination record.

Each certificate has a unique code that corresponds to the sponsoring program: (SNAP, PFPP, CCP.) As a participating vet, you will determine the number of surgeries your clinic will conduct. There is no minimum or maximum requirement.

## **The Reimbursement Process**

To expedite reimbursement and reduce paperwork, we encourage vets to utilize our online portal. Contact [Scareltt@PetFriendlyServices.org](mailto:Scareltt@PetFriendlyServices.org) for more info and to get started.

To be reimbursed by mail, please send us the fully completed certificates. Please be sure to keep a copy of these certificates for your records. In the event that items are lost in the mail, Pet Friendly Services will need this information from your clinic.

Pet Friendly Services operates on Net 30 terms.

## **4. February and October Campaign**

Pet Friendly Services runs two reduced-fee spay-neuter campaigns which are open to all Hoosiers during the months of February and October. Income qualifications do not apply, and **the client pays the vet directly at the same fee schedule listed in the Reimbursement Schedule above.** You may participate in February or October, both, or none at all. Participating vets determine the number of surgeries they will conduct. There is no minimum or maximum requirement.



Our Feb/Oct Campaign coordinator will contact you to determine your interest in these programs each year. All vets are invited to participate.

## **Thank You!**

We cannot thank you enough for being a part of the Pet Friendly Services team! Without you, thousands of animals would remain intact only to reproduce and fill shelters. You are making a huge difference in your community, and your participation is greatly appreciated.

If you have any questions, please call or email us. We are here to help and want to help you succeed and fix as many pets in your community as possible.



## **Contact Us**

Pet Friendly Services of Indiana  
1100 W. 42<sup>nd</sup> Street, Suite 205  
Indianapolis, IN 46208

Direct Line: 317-762-0912 ext. 101  
Fax: 866-771-0358

Voicemail Line (for SNAP clients, rescue groups and shelters):  
317-767-7771

E-mail: [info@PetFriendlyServices.org](mailto:info@PetFriendlyServices.org)  
Website: [www.PetFriendlyServices.org](http://www.PetFriendlyServices.org)

## **The Pet Friendly Services Team**

Cheri Storms Exec. Director	Jessica Phillips Admin & Data Mgr	Scarlett Cmiel Bookkeeper	Cyndi Collins Board Member	Suzanne West Volunteer	Rhi Johns Marketing Mgr.
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